

TEAM CARNIVAL

**KNOW BEFORE
YOU GO**



TEAM CARNIVAL



Dear Team
Member,

Welcome to Team Carnival! Carnival Cruise Lines is the “Most Popular Cruise Line in the World,” carrying more guests than any other cruise line in the industry. Carnival began in the vacation business

in 1972 and since then Carnival has earned its leadership position primarily because of the friendly service provided by our dedicated team members.

This booklet has been created to provide you with information on things you will need to know before you leave and answer any initial questions you may have before embarking on your new career. We are delighted that you are going to be a member of Team Carnival.

Best wishes for a successful new career.

A handwritten signature in black ink, which appears to read "Gerry R. Cahill". The signature is fluid and cursive.

Gerry Cahill
President and CEO, Carnival Cruise Lines

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OUR VISION

**CONSISTENTLY
DELIVER FUN,
MEMORABLE
VACATIONS AT A
GREAT VALUE**



CARNIVAL SERVICE VALUES:

Our Way Of Life

What is a Service Value?

It is a principle that helps guide us on how we deliver service and our vision.

Carnival has earned its title of World's Most Popular Cruise Line by providing fun, memorable vacations at a great value and the real secret contributing to the success lies behind the friendly service provided to our guests every day.

To continually maintain and help evolve our service standards and remain on top within the industry, we ask that all our team members live by our service values which define our culture of quality service and foster meaningful relationships within a welcoming family environment.

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!

If you think you have what it takes to live and breathe our service values listed above and embody the motto I AM Carnival, then we are delighted to welcome you to the best, greatest and most hospitable team in the vacation industry.

CARNIVAL LOOK

One of the most important components of providing excellent service is the image we project. Our appearance is directly linked to how the level of service we provide is perceived. A guest can receive excellent service, but if the service provider looks untidy and unprofessional, then the overall level of service is diminished.

In order to be perceived in the best possible light, we have developed uniform and grooming standards that set the guidelines as they apply to all members of Team Carnival. The objective is to make sure we have consistency throughout the fleet and to give everyone a better understanding of the standards that create the Carnival look. The Carnival Look will be covered during orientation once on board. Please make sure you familiarize yourself with these standards.



WELCOME TO TEAM CARNIVAL

Before getting into all the 'need to know' things, we think you should know a few things about your new company.

Carnival Cruise Lines is owned by Carnival Corporation & plc, a global cruise company and one of the largest vacation companies in the world. Our portfolio of leading cruise brands includes Carnival Cruise Lines, Holland America Line, Princess Cruises, Seabourn, P&O Cruises, Cunard, AIDA, Costa Cruises and Ibero Cruises.

These brands, which comprise the most recognized cruise brands in North America, the United Kingdom, Germany, Italy, Australia and Spain, offer a wide range of holiday and vacation products to a customer base that is broadly varied in terms of culture, language and leisure-time preferences. We also operate a tour company that complements our cruise operations: Holland America Princess Tours in Alaska and the Canadian Yukon. Combined, our vacation companies attract 10 million guests annually.

Carnival's wide-ranging product offerings provide our guests with exceptional vacation experiences at an outstanding value. Our success in providing quality cruise vacations has made Carnival the most profitable company in the leisure travel industry. Carnival's stock is dually listed on both the New York Stock Exchange and on the London Stock Exchange under the symbol CCL. Carnival is the only company in the world to be included in both the S&P 500 index in the United States and the FTSE 100 index in the United Kingdom.

Headquartered in Miami, Florida, U.S.A. and London, England, Carnival Corporation & plc operates a fleet of 100 ships, with another nine ships scheduled for delivery between now and March 2016. With approximately 200,000 guests and 77,000 shipboard employees, there are more than 277,000 people sailing aboard the Carnival fleet at any given time.

HISTORY OF CARNIVAL

Carnival Cruise Lines is the largest and most successful cruise line in the world, carrying more guests than any other.

But “Today’s Carnival” is a vastly different company than the one started from humble beginnings more than four decades ago. Carnival was launched with a converted transatlantic ocean liner and a dream of entrepreneur Ted Arison, a pioneer in the modern-day cruise industry who set out to realize his vision of making a vacation experience once reserved for the very rich, accessible to the average person.

The rest, as they say, is history.

1972 Maiden voyage of Carnival’s first ship, the TSS Mardi Gras.

1975 Carnival purchases Empress of Britain, enters service as the TSS Carnivale.

1978 The Festivale, formerly the S.A. Vaal, undergoes \$30 million refurbishment, begins service for Carnival as the largest and fastest vessel sailing from Miami to the Caribbean.

1982 Debut of the Tropicale, the first new cruise ship the cruise industry has seen in many years; ship marks the beginning of an industry-wide multi-billion-dollar shipbuilding boom.

1984 Carnival becomes first cruise line to advertise on network T.V. with the premiere of new advertising campaign starring company spokesperson Kathie Lee Gifford (then Johnson).

1985 Debut of 46,052-ton Holiday.

1986 Launch of 47,262-ton Jubilee.

1987 The 47,262-ton Celebration begins service.

Carnival earns distinction as “Most Popular

Cruise Line in the World,” carrying more guests than any other.

Carnival Cruise Lines undertakes its initial public offering on Wall Street, raising approximately \$400 million to fuel future expansion.

1990 The 70,367-ton Carnival Fantasy - the first and namesake vessel in the highly successful “Fantasy-class” -- enters service as first new ship ever placed on three- and four-day Bahamas cruise program from Miami. Eventually, Carnival would construct eight “Fantasy-class” vessels, the most cruise ships in a single class.

1991 Launch of 70,367-ton Carnival Ecstasy.

1993 Carnival introduces its third 70,367-ton SuperLiner, Carnival Sensation.

1994 Debut of 70,367-ton Carnival Fascination.

Carnival’s parent company renamed Carnival Corporation to distinguish between it and its flagship brand, Carnival Cruise Lines.



CARNIVAL
CORPORATION & PLC

1995 70,367-ton Carnival Imagination enters service.

1996 Carnival launches sixth “Fantasy-class” vessel, the SuperLiner Carnival Inspiration.

Carnival debuts the first passenger vessel to exceed 100,000 tons, the 101,353-ton Carnival Destiny, at the time the world’s largest cruise ship.

1998 Carnival Cruise Lines introduces seventh “Fantasy-class” vessel, the Carnival Elation, the first new cruise ship deployed on the West Coast.

The eighth and last in the “Fantasy-class” series, the Carnival Paradise, enters service as the world’s first totally smoke-free cruise ship.

1999 Debut of the 102,000-ton Carnival Triumph, Carnival’s second “Destiny-class” vessel.

2000 A third “Destiny-class” vessel, the 102,000-ton Carnival Victory is launched.

2001 Carnival introduces a brand new class of vessel with the launch of the 88,500-ton Carnival Spirit, the first new “Fun Ship” ever positioned in the Alaska and Hawaii markets.

2002 A second “Spirit-class” vessel, the Carnival Pride launches seven-day Caribbean service from Port Canaveral, Florida, becoming the newest and largest cruise ship based year-round at that port.

A third “Spirit-class” ship, the 88,500-ton Carnival Legend, debuted in August and embarked on a three-day voyage to Amsterdam from Harwich (near London) - Carnival’s first departure from Europe.

The 110,000-ton Carnival Conquest - the largest “Fun Ship” ever constructed - began year-round seven-day cruises from New Orleans.

- 2003** Second 110,000-ton “Conquest-class” ship, the Carnival Glory, begins year-round seven-day cruises from Port Canaveral, Florida.
- 2004** Carnival Miracle, the fourth in Carnival’s “Spirit-class,” entered service in spring 2004.
- A third 110,000-ton “Conquest-class” ship, the Carnival Valor, debuted, in summer 2004.
- 2005** Carnival Liberty debuted, a 110,000-ton “Conquest-class” vessel.
- 2007** Carnival Freedom entered service, a 110,000-ton Conquest class vessel.
- 2008** Carnival introduces a brand new class of vessel with the launch of 113,300-ton Carnival Splendor.
- 2009** Carnival introduces a brand new class of vessel with the launch of the 130,000-ton Carnival Dream, the largest “Fun Ship” ever constructed.
- 2011** Second “Dream class” vessel, the 130,000 ton Carnival Magic enters service.
- 2012** Third “Dream class” vessel, the Carnival Breeze, debuted in spring 2012.
- 2016** A 135,000-ton ship is scheduled to enter service in winter 2016.



BEFORE YOU LEAVE HOME

What essential documentation do I need?

Whether you are a new or returning team member, if you are travelling from outside the United States, you must have the following documents prior to your departure from home:

- Make sure you have confirmed your arrival to Carnival Cruise Lines at least 21 days prior, by faxing or e-mailing your confirmation sheet.
- Passport valid for at least one year. United States Citizens (USC) need a current passport.
- C1/D **MULTIPLE ENTRY** visa valid for at least one year. Please make sure your last name and first name are correct and in the proper location. (Not necessary for USCs, Alien Residents (ARC) or Canadians.)
- Letter of employment: Your employment or re-employment letter will identify you as an employee of Carnival Cruise Lines. It will allow you to leave your country and to enter the United States.
- Complete, original Carnival Cruise Lines physical, including all laboratory and X-ray results.
- Airline ticket from your hometown to your ship's homeport city. Ensure the name, date and departure and arrival cities are correct on your airline ticket.
- Make sure you have your hotel and transportation information as well as contact phone numbers.

Keep all these items in a secure place, either on you or in a carry-on bag. Do not pack these items in your luggage, as the bag could be lost along with your documents. Keeping your documents together and close at hand will make it easier for you when you arrive in the U.S.

What else will I need?

On board the ship we do have gift shops which mainly cater to the needs of our guests. They carry such items as souvenirs, jewelry and small personal travel items which guests may have forgotten. It is recommended that team members bring a two-week supply of toiletries and personal hygiene products.

Suggested items are:

- Deodorant
- Soap
- Shampoo
- Toothbrush and tooth paste
- Perfume/Cologne
- Brush/Comb
- Razor
- Shaving cream
- Make up
- Feminine products
- Sunglasses with UV protection
- Beach towel
- Sunscreen with a SPF of 30 or higher

Additionally, a high quality, battery-powered alarm clock is strongly recommended.

What should I NOT bring aboard a ship?

The following articles will not be permitted onboard:

- Firearms and weapons of any kind
- Transformers
- Knives
- Irons
- Electric water/food heaters
- Drugs or controlled substances without proof of proper prescription

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.

Do I need to bring cash with me?

It is suggested that you bring at least \$200 USD in cash and, if possible, a major credit card for emergencies or unforeseen expenses until you receive your first pay.

How much luggage should I pack?

Bring only what you need. Cabin space on board ship is limited and team members tend to accumulate items during their time on board. Collapsible strong luggage is helpful for increased cabin space. Although most ships operate in tropical climates, there may be occasions when warmer clothing is needed. Be sure to include at least one set of warm clothing, along with casual clothing and beachwear. (Alaska itineraries as well as ships sailing from Vancouver, Seattle, Boston, Baltimore, New York, Norfolk, etc. may require warmer clothing.)

Please check with your airline for any baggage weight restrictions. Any baggage weight in excess could result in extra fees imposed by the airline.

At some homeports, before boarding your assigned vessel, team members may be required to submit their luggage through X-ray machines for screening. You will be supplied with stickers labeled "TEAM MEMBER," which should be placed on the luggage tag to ensure your luggage is separated from that of guests. Please ensure you label your luggage accordingly and proceed to the crew entrance to board the vessel. Your luggage will then be loaded onto the ship. You may collect it on board later that day. Please keep your passport, I-94, medical contract, medication and safety certificates with you. Do not place them in the luggage for screening. You are permitted to carry on personal items such as laptops, cameras, and hand carry-on items. All other luggage must be screened.

Your luggage will be available for collection following the Orientation Program, the location for pick up onboard will be provided during this orientation.

FROM HOME TO AMERICA

Travel Safety Tips

Carnival Cruise Lines is very concerned about the safety of its team members – THIS INCLUDES YOU! For many team members this is their first time away from home and the first time to experience airports, big cities and the risks of crime in a “foreign area.” Even experienced travelers can become victims of crime. We recommend that you follow these suggestions:

- Carry only the money that you need and keep it safe. Keep it out of sight in public places.
- Keep valuables secure at all times. Avoid wearing jewelry.
- Never leave bags unattended.
- Be careful in taxi cabs and public transportation. Check your personal possessions before leaving the vehicle.
- Be alert and aware of your surroundings.
- Do not accept to carry anyone’s luggage unless you are completely aware of its contents.
- Never pack essential documents or medication in your check-in bags. Always keep them with you in your carry-on luggage.

What happens at Immigration?

Upon arrival at the airport, you will first need to pass through Immigration before entering the United States of America. Have your passport and employment letter ready to present to the immigration officer. Carefully and neatly complete an I-94 landing permit (this will be issued to you during your flight). You will be given the bottom portion of this form by the immigration officer. This is a very important document. Keep it in a safe place. You will need to provide this when you join your ship. (The I-94 does not apply to US citizens, ARC or Canadians.)

What about Customs?

Along with your immigration documents, have your Customs Declaration ready to present to the customs official (this will be issued to you during your flight). Customs imposes a limit on items that you are allowed to bring into the United States. If you do have any items over the customs limits, be sure to declare them. Be sure not to carry any illegal items or anything in excess of customs limits.

Prohibited Animal Products, Animal By-Products, Fresh Fruit and Vegetables

When entering the United States from any country, it is strictly prohibited to carry any animal products, animal by-products, fresh fruit or vegetables. Items prohibited include, but are not limited to: fresh, dried and frozen meat, eggs, butter, cheese, yogurt and other dairy products.

Whether flying into the United States to join the ship, or signing off the vessel in a United States port, any team member found to be in possession of any prohibited animal products, animal by products, or fresh fruit and vegetables, will be fined \$1,000 on the spot. All prohibited materials will be seized and disposed off according to U.S. regulations.

In addition, entering with prohibited items will result in significant delays of team members as they disembark airline flights and/or vessels and substantial fines will be levied against our company.



TRANSPORTATION UPON ARRIVAL

Will there be transportation when I get there?

Hotel shuttles are provided at our major destinations for all confirmed crew scheduled to sign on to a vessel.

We try to schedule crew to arrive on the day of their assigned vessel's departure whenever possible. However, if airline schedules do not permit, you will generally arrive in the U.S. one day prior to your embarkation date. As such, you will have to overnight at a hotel located at one of our hubs including Houston, LA, Miami and Orlando. The hotels offer transportation for team members from the airport to the hotel. Please refer to your hotel and transportation information sheet for additional details.

In our hubs transportation is also provided from the hotel to the port the following morning. After you have collected your luggage, please call the hotel for transportation. Make sure to include the hotel's phone number within your contact numbers.

You will need to identify yourself as a Carnival Cruise Lines employee for all hotel shuttle transportation and when checking in. You can do so by showing the driver your letter of employment along with your passport. Be sure you get your documents back after presenting them, and keep them in a safe place until you board the ship.

Staying at the Hotel

Once you arrive at the hotel, present your employment or re-employment letter to reception. The receptionist will then allocate you with a room (hotel rooms may be on a share basis depending on your position).

At check-in you will be issued with meal vouchers for the duration of your stay. The vouchers will cover you for breakfast, lunch and dinner (vouchers do not cover alcohol).

JOINING THE SHIP **AT LAST!**

When you arrive at the ship, you will be instructed by security at the gangway on where you need to go.

What documents will I need to present to board the ship?

You need to have the following documents available to 'sign on.' Please do not pack these items in your luggage, as the bag could be lost along with your documents.

- Passport
- I-94 immigration form
- POEA contract (Filipino crew only)
- Original physical results
- Original STCW Basic Training Certificate where applicable

Will there be somebody to help me once I arrive on board?

A representative from your department will help you find your way around the ship. You will also be given an initial orientation, during which you will be provided information about key locations on board, meal times, facilities and some basic rules and regulations. Do not worry -- it is natural to feel a little lost on your first day. If you have any questions, ask any of your fellow team members who will be happy to assist you.



What can I expect from shipboard life?

Life on board ship is very different from life on land. It is a self-contained environment consisting of a multinational and multicultural team. Carnival team members come from more than 90 different countries.

Aboard ship, there are rules and regulations to live by. Patience and understanding are essential qualities for anyone working or considering a career at sea. Some team members experience an initial period of adjustment, but soon settle into a routine.

Our ships visit many ports in the Caribbean, Bahamas, the Mexican Riviera, Hawaii, Alaska, Canada, Europe, Bermuda, the British Isles, Norway and Australia. Not only will you be afforded the opportunity to travel and visit exciting places, you will also be interacting with many different people, so enjoy the experience!

What about shipboard accommodations?

Most cabins are double occupancy with bunk beds. Bed linen is provided, and there are schedules for changing of linen in the ship's laundry.

Cabins must be kept clean and tidy. No alteration of the décor is permitted. Posters, pictures or photos may not be glued or nailed to the walls (bulkheads). Occupants of the cabin are responsible for the cleanliness of the cabin and reporting any maintenance defects to ship's management. As a safety and sanitation concern, food and/or cooking in the cabins is strictly prohibited.

If a team member wishes to change his or her cabin, a request must be given to the department head/Shipboard Human Resources.

For safety reasons, no team member may change his or her cabin without the prior authorization of his or her department head/Shipboard Human Resources.

Can I use electrical power on board?

There is usually one 110 volt and one 220 volt outlet in each cabin, however, please note that these outlets accept flat U.S. pin plugs only. “Multi-head” adapters are not allowed as they are a fire hazard.

What about bathroom facilities?

Most bathroom facilities are shared. Each section of cabins has a bathroom assigned to it.

What about food?

Meals are provided on board for team members free of charge. Meal times are posted on the door of the crew restaurants.

All meals shall be in an assigned restaurant and no food is to be taken out from the designated area. Ship’s dishes and other company property are not allowed in any team member’s cabin.

What if I smoke?

Smoking on board is not recommended, but is permitted on all ships in designated areas. All crew cabins on board are non smoking.



There are smoke detectors in each cabin. These are very sensitive and will set off an alarm on the bridge. Please remember to smoke in the designated smoking areas only. Always use ashtrays to extinguish your cigarettes. Do not use the floor or trash cans as an ashtray, as this could cause a fire. Do not throw cigarettes overboard.

What if I get sick?

Every ship has a Medical Center staffed with a doctor and nurses. It is free of charge to team members. There are scheduled hours assigned each day for crew. These are posted at the crew entrance. If you need to visit the Medical Center for medical care or advice, you should schedule this during your off-duty hours. If this is not possible, or you have an urgent medical problem that cannot wait, you should notify your supervisor that you are going to the Medical Center and proceed directly there, ensuring that you take your crew ID card. Once you have been seen and evaluated by the medical staff, they will provide you with treatment or medications or make arrangements for any further medical care, and notify your supervisor of your work status.

All team member medical information is kept confidential by the medical staff. Your supervisor will not be notified of your medical condition without your permission. The only exception to this rule is if you have an infectious or contagious illness that may affect other team members or guests.



Can I do my laundry on board?

All ships have laundry facilities available for washing, drying and ironing clothes. Crew laundry machines are free of charge. Uniforms are laundered for free if they are sent to the laundry through your department procedures in bulk. If sent separately there is a charge, as there is for personal clothing. For safety reasons, ironing is prohibited in crew cabins.

Carnival College

We conduct training programs, known as Carnival College, which include both classroom and practical training. For all classes, printed information, including handouts and exams, are in English. Therefore, it is necessary that all trainees are able to read and write in English to successfully complete any college. A score of 80% is required to successfully complete this training. Don't worry though, there is a full-time instructor to assist you.

At present, the following colleges are hosted on Carnival vessels: Restaurant College, Beverage Operations College, Culinary College, Housekeeping College, Photo College, and Guest Services College.

You may also require extra items for your training depending on the college you attend. You will be informed of what to bring before leaving your country. These items usually include uniform items and tools of the trade. Be sure you know what you have to bring before you leave. Some tipping personnel will be required to purchase their uniforms once onboard.



Crew Training Centers

Each ship has a Crew Training Center on board with two full-time trainers. Every team member has the opportunity to use the vast amount of resources that are available free of charge. These include computer-based courses on Microsoft products, e-learning courses, management and leadership skills as well as many different languages and other professional development resources. Check the notice boards onboard for information on your center.

Are there gym facilities for crew on board?

Each ship has a 24-hour gym available to all team members free of charge. Officers and staff may use the guests' gym. Please be aware, guests have priority during busy times. We also have crew wellness programs to promote healthy living and exercise among team members. Regular exercise is a terrific way of keeping fit and reducing stress.

What about sports competitions?

Most ships participate in sports competitions. Soccer, cricket, basketball and volleyball are just some of the many sports enjoyed by Carnival team members.

Do we have crew parties?

Whenever possible, get-togethers are organized on-board, which provide a terrific opportunity for socializing with your fellow team members in a casual and relaxed atmosphere.

What else can I do to relax?

Talent shows, bingo, movies and other activities are organized at various times.

Where can I go to socialize?

The crew recreation area is provided for the enjoyment of all team members. Soft drinks, snacks, cigarettes and alcoholic beverages are available at discounted prices. Team members must ensure they adhere to Carnival's policy regarding alcohol consumption on board. Access to public guest areas can be restricted, depending on your position.

Can I call home from the ship?

On all ships it is possible to purchase phone cards on board and call from any crew phone. Please note that calling from the ship will cost more than phoning from shore. It is advisable to make all your telephone calls while in port.

How do I call home from port?

You can buy a phone card on board or from vendors located within the ports. Ask your fellow countrymen on board about the cheapest way to phone home. Phone cards usually cost between \$2 to \$20 and the length of talking time depends on the country you are calling.

Can I receive phone calls or faxes on board?

Yes you can. However, to receive phone calls on board will be expensive for the person calling you. Faxes can be received free of charge but you have to make sure that your name, crew ID number, department and cabin number are indicated on the fax.

What about mail?

Mail is received every time the ship is in its homeport. It is important that your employee number, name, position and department are clearly written on all incoming mail. Sending mail home is easy as well. Most ports have facilities from where you can mail letters and parcels.

What if my family has an emergency and needs to contact me?

Family members can contact the Carnival office by phone, fax or e-mail. Be sure to give them the company's address, phone number, fax and e-mail addresses in case they need to contact you. They can contact us and we will get the information to you right away.

Crew Internet Café

An internet café for crew access to the internet is available 24 hours a day on all vessels for a nominal per-minute charge.

CONTACT INFORMATION

Carnival Cruise Lines

c/o Shipboard Human Resources

3655 NW 87th Avenue

Miami, Florida USA 33178-2428

Phone: 305-406-4649

Phone: 1-888-871-7150

Fax: 305-406-4924

General e-mail address for crew:

crewassistance@carnival.com

E-mail address for confirming arrival:

confirm@carnival.com



NOTES:

NOTES:

Once again,

**WELCOME TO
TEAM CARNIVAL!**

Statement Of Responsibility

“Every member of Team Carnival must do his or her part to ensure that everyone enjoys a safe and comfortable work environment, fulfilling our vision, by practicing teamwork, showing mutual respect, true hospitality, having a devotion to quality and sharing a sense of pride in being the best.”

