

## **What do I need to book my reservation?**

To book a reservation you will need a pricing brochure for the travel event you are interested in, the legal name for each passenger in your reservation and a deposit per person. You will also need to read and agree to the Terms & Conditions before a reservation can be completed.

**How to Get a Brochure: Digital brochures can be immediately downloaded from the “CruiseWithEHSS.com website, and physical brochures will be mailed to your address. Call us at 877.392.9710**

## **What is the reservation deadline (latest I can book) for my event?**

There is no set deadline, but selection and availability become limited as the event approaches. Special late accommodations can sometimes be made by contacting us at 877.392.9710

**Note: For the best selection and accommodations we suggest booking early.**

## **Can I use a credit card for my payment?**

Yes. We accept Visa, MasterCard, Discover Card and AMEX.

## **Can you book my flights?**

No, unfortunately we are not set up as a official travel agency. We recommend you use your personal travel agent or shop your airfare online. Once you have booked your airfare, please call us with your flight numbers and arrival/departure times so we can update your reservation with that info.

## **Is the pricing per person?**

Yes. Unless noted otherwise, all pricing is per person based on two passengers sharing the same cabin.

## **Can I book directly with the cruise line and just join the EHSS program?**

In order to participate in this “Cruise with EHSS” event you must book your reservation through IMC Management ONLY. We are unable to accommodate requests to join an event in progress or after you book with the cruise line and/or another agency.

## **What is the Programming Fee?**

The programming fee goes to cover the costs of conference materials, artist, and extra staff required to organize and maintain the exclusive programming for your event. It also goes to cover the extra rentals and administration for the EHSS Cruise programming.

## **Why does the cruiseline and travel websites offer less expensive rates for the same cruise?**

The cruiseline is constantly changing their rates depending on a number of variables and will do for a number of reasons. Most published rates are not inclusive of all fees associated with the reservation. In order to block a large number of cabins for our program we are required to pay a premium for our cabins since the cruise line is not able to offset their profit margins by higher priced cabins. Also, rates change depending on cabin type. Typically the “cheap” rates visible online are for those less than desirable cabin location of the ship. The rates we publish are based on medium average range.

## **What age must I be to travel on an event?**

A parent, grandparent or guardian staying in the same cabin who is at least 25 years old must accompany passengers under 21 years of age.

**Disclaimer: If the child is traveling with only one parent or guardian, the child must have written consent signed by the non-traveling parent or legal guardian or a copy of the death certificate should one or both parents be deceased. This written consent must accompany the child during travel.**

## **What are the limitations for traveling while pregnant?**

Under most circumstances women may travel up to their 24th week of pregnancy. Since airline policies vary with regard to traveling during a pregnancy, please contact the cruiseline and/or airline directly to ask these questions.

## **Can I travel with my infant?**

Your infant must be at least 6 months old by the start of the first day of the cruise. If you are traveling internationally or to Hawaii, your child must be at least 12 months old at time of sailing.

Disclaimer: If the child is traveling with only one parent or guardian, the child must have written consent signed by the non-traveling parent or legal guardian or a copy of a death certificate should one or both parents be deceased. This written consent must accompany the child during their travel.

## **What is the pricing for children?**

Unless noted on the brochure, children are welcome on the cruises. Pricing is per person, based on the number of passengers sharing the same cabin. Child rates are the same per the pricing structure of the cruise. Each cabin is based on double occupancy; the rates for 3rd and 4th passengers in a cabin are already reduced significantly.

## **Is there a limit on the amount of luggage I can take?**

Yes. Luggage allowances vary between airlines and between international and domestic flights (and are subject to change). We recommend that each passenger travel with no more than one large suitcase and one carry-on. Many airlines are charging additional fees for checked luggage. For applicable and current information regarding luggage allowances and fees, please contact your airline directly. IMC Management recommends that you bring no more than one large suitcase and one carry on bag. Additional bags may incur additional baggage fees. Royal Caribbean does have a 2 bag per passenger limit with each bag not to weigh more than 50 lbs each which is consistent with most airlines.

## **Should I purchase travel insurance?**

Yes, it is strongly recommended by IMC Management. Comprehensive coverage may be purchased by the passenger directly for the insurance carrier of your choice (premiums vary based upon coverage selected).

**NOTE: We strongly recommend you purchase additional insurance through Travelex as our provider of choice. Please call IMC Management at 877.392.9710 for a free brochure!**

## **Are shots/immunizations required?**

Immunizations are usually not required for cruise destinations; however we recommend you check with your healthcare physician before you travel.

## **What is the accessibility for guests with disabilities?**

Staterooms modified for guests with disabilities are available on most cruise ships. If you require assistance during travel, we require that you bring a traveling companion to assist you.

**NOTE: Wheelchair and motorized scooter rentals are available with outside vendors and can be delivered to the Cruise Ship for a fee. Please call Care Vacations at 877-478-7827 or Special Needs at Sea at 800-513-4515 for more information on this.**

## **When will I receive my tickets and how will they be sent?**

You will receive a email with some informational documents and confirmation for your cruise upon completing your reservation. Your travel official documents will be sent to the email address in your account approximately 30 days prior to departure. All official documents are now issued as eDocs which are able to be emailed or downloaded. If you demand paper documents there will be additional fees. Please call for this information.

**NOTE: If you do not provide us with an email address, paper documents will be sent to you via FedEx and there will be an additional fee for this mailing service and the printing of paper documents.**

## **Do I need a passport?**

We strongly recommend you travel with a passport (which must be valid for at least six months beyond the completion of travel). Depending on the country and location of ports on your cruise, you may be required to present a passport when embarking and disembarking. Also, having a U.S. passport will enable you to fly from the U.S. to a foreign port in the event you miss your scheduled embarkation or to fly back to the U.S. if you need to disembark the ship mid-cruise due to an emergency. All non- citizens of the U.S. must have passports, visas and other documentation normally required for entry into the country of destination. It is important that you contact the consulate of your citizenship regarding the required documents for the cruise.

**NOTE: For a list of approved documents, please visit this [website](#)**

## **Can I purchase transfers to and from the pier separately?**

Since the cruiseport is located so close to the airport and nearby hotels we strongly recommend using a taxicab service from the airport. If you feel uncomfortable with this and prefer a cruiseline transfer for an extra fee, please visit the cruise port website for helpful information and shuttle assistance. <http://www.porteverglades.org>

## **When will boarding begin?**

Cruise boarding begins approximately 4 hours prior to sailing (approx 11 AM), and all passengers must be checked in at least 90 minutes before sailing. The boarding time is contingent on the ship clearing customs. Although this is generally complete by 11 AM we recommend not trying to board until 12 noon.

## **What time do we sail?**

The ship's departure is scheduled for 4:30 PM however all guests must be checked in and on board no later than 3:00 PM

## **How many passengers can share one cabin on the ship?**

Most cabins accommodate two passengers; however cabins for 3 or 4 passengers are available. Please call 877.392.9710 to discuss availability. We do not guarantee that all cabin categories will accommodate 3 and 4 passengers per cabin.

## **Is the pricing per person?**

Yes. Unless noted otherwise, all pricing is per person based on two passengers sharing the same cabin.

## **Where can I find shore excursion information?**

### **What do they cost?**

Shore excursion information is provided on the cruiseline website <http://www.royalcaribbean.com> . To book these shore excursions online you will need the cruise line booking number from your final cruise documents that will be emailed to you 30 days before the cruise. Shore excursion booked online must be completed at least 10 days before departure.

## **What kinds of activities are available for kids?**

Age appropriate activities are offered by Royal Caribbean. Please check the website of Royal Caribbean for details for these services.

## **How much spending money should I bring?**

All of your items purchased on the ship will be charged to your room. You will mainly use cash in port. The amount of money you will spend is dependant on the person.

## **Are meals included?**

Yes. Meals are included during the cruises while on the ship in the main dining room and several complimentary restaurants. There is however some premium restaurants that charges a modest cover charge. The passenger must pay meals while away from the ship.

## **Do I need to plan on gratuities? Who do I tip and how much?**

Yes. The cruise line industry has made the gratuity process very convenient by adding the gratuity directly onto your Stateroom account. The Gratuity amount is approx \$10 per day, per person in your party. Any guests staying in suites may be charged a slightly larger amount. Gratuity envelopes will also be placed in your cabin the last full cruise day should you wish to tip up and above this amount charged to your cabin.

## **Are there safes in the cabins?**

**Yes. Most ships have safes available in the cabins. Since the ship cannot accept responsibility for any articles that are lost, stolen or misplaced, valuables may also be placed in a safety deposit box available in the Purser's Office.**

## **Are there blow dryers in the cabins?**

Yes, all cabins have blow dryers available in the cabin.

## **Are irons available?**

Not in the cabins. However, many ships have self-service laundry rooms available with irons and ironing boards. Laundry service is also offered and will incur an additional fee.

## **What do I wear, is there a formal night?**

Day wear – Lightweight, casual, comfortable clothing including shorts, slacks, sport shirts and sun dresses. You should bring a swimsuit and cover-up for the pool and ocean swimming. Don't forget comfortable walking shoes, a hat for the sun, and sunscreen.

Evening wear – There will be one formal night onboard which will be the 2nd night of the cruise.

For ladies, formal dresses or suits are appropriate. For gentlemen, jacket and tie are required. A

dark suit is suggested (tuxedo optional). Evening attire for other nights will be elegant casual. For

ladies: dresses, slacks and informal eveningwear are appropriate. For gentlemen: slacks and

collared shirts are suggested. Please no shorts, t-shirts or tank tops in the dining room.

## **When can I find out about the event schedule?**

We will supply a Program Packet, which you will find in your cabin upon embarkation. The packet will include the schedule of events as well as your name badge credentials. All ship programming will be included in your cabin daily.

## **What if someone needs to reach me while I'm on my cruise?**

We recommend that they try to reach your cell phone. If you are unavailable or unreachable, we ask that they call IMC Management 877.392.9710 and our staff will contact the ship for emergencies.

## **Is this an ALL gospel cruise or will it be open to any and all that just want to take a cruise?**

The "Cruise with EHSS" event is not a chartered cruise which means we will not occupy the entire ship. In this environment you get the best of both worlds. You will get all the entertainment and shows that the Cruiseline has to offer as well as all of the programming and entertainment of EHSS and their guests. The entire ship will be open to all passengers!