

Dancin' on the Water 2024 - Frequently Asked Questions

The top 4 questions that are being asked:

1. Is CAA sending out the documents for our flights, cruise, hotel, and transfers? Please refer to each individual section below.
2. Will an itinerary be sent out for the activities that will happen onboard? As for the 'Dancin on the Water' group, yes, Gerard will have a list of activities and dance times for you and will be sharing that with you. As for the activities and entertainment that Carnival has onboard, please see the Q&A below.
3. Where can I find my confirmation numbers for the cruise, flights, hotel, and transfers? You can find all the confirmation numbers on your CAA Statement that was sent out to you when your final payment was made in December.
4. What if I have to cancel or my roommate has to cancel at last minute? This is where Travel insurance comes in handy. Please check with your insurance provider to see what your options are. If you do not have insurance, at this late date, it is 100% non-refundable. If your roommate cancels, you will have to pay the single supplement charge.

Flights:

1. How do I get my air documents? You must use your airline confirmation number and go directly to the airline that you are booked on to access your flights.
2. Where do I find my confirmation number for my flight that I use to manage my booking? You will find your airline confirmation number on your CAA Statement which was emailed to you in December after the final payments had been made. It consists of 6 numbers/letters. You use this confirmation number on the air carrier website.
3. When can I check in? Always check in 24 hours prior to your flight and double check your flight times.
4. Should I check my flight times prior to going to the airport? Yes, you should always check your flight times to make sure the airlines did not make any changes.
5. Do I have to print off my boarding pass? It is always a good idea to have a paper copy but if you are comfortable and have a data plan on your mobile device, then you would have access to your flight documents.
6. Do my flights include baggage and seats? Please refer to you air line by using your confirmation number and accessing your booking.
7. How early do I have to be at the airport for my flight? Domestic 2 hours, International 3 hours is suggested by the airlines.
8. What if you notice the weather is going to be bad the day of travel and flights may be cancelled or delayed? Contact Carnival if your flight was booked directly with them and ask them what your options are. If you did not book with Carnival, then go to your booking source for options.
9. What if my flight is delayed? If your flight is delayed while at the airport, please speak directly with the airline guest services to get updates or let them know about your connecting flight if you have one, and if you are at risk for missing your connection, ask them to see if they can secure you on the next available flight.

If you do not see the question/answer here, please refer to the website for your airline as they have all the answers there.

Cruise:

1. How do I get my cruise documents? You log in to: <https://www.carnival.com/>
2. How do I create an account for Carnival and manage my account? You go to: <https://www.carnival.com/>
 You should use your email address for a username and then a personal password of your choosing. Please remember this information, you will be the only one with access to your account. Then you will need to register your cruise by using your last name and Carnival confirmation number found on your CAA Statement. Follow the directions from there.
3. Why do I have to create an account? To access and manage your cruise booking and to retrieve your documents, book excursions or any packages you may be interested in purchasing.
4. Does everyone need to create their own account? Yes, to access your documents, enter personal information that the cruise line requires - such as your onboard account, emergency contact information, book any excursions, packages, etc.
5. Do I have to print off my documents? Yes, you should always have a paper copy in the event you do not have access to data or Wi-Fi on your phone/tablet, etc.
6. Do I have to print off my luggage tags? Yes, you will need these once you arrive in Florida to attach to your baggage for the ship.
7. When do I put my cruise luggage tags on my checked baggage? Once you arrive in Florida, attach your cruise luggage tag to your baggage.
8. How do I book excursions, Wi-Fi package, beverage, and dining packages? Sign into and manage your account on the Carnival website. <https://www.carnival.com/>
9. Can I use my cell phone to make phone calls while on the ship? If you have a streaming Wi-Fi package, you will be able to video chat/Facetime BUT if you just dial the number and use your phone, you will be charged a significant amount of money per minute. Approximately \$10USD/minute.
10. Can people call me? Yes, they can but if you answer the phone, please expect the charges to go on your phone bill at a rate of at least \$10USD/minute. If you have purchase a Wi-Fi streaming package through the cruise line, you can Facetime/video chat for free. It is important to set your phone on **AIRPLANE MODE**.
11. Are my on-board gratuities pre-paid? If you have stated that you wanted to pay in advance, then yes, no need to worry about paying gratuities because they were already charged at the final payment date.
12. If I did not prepay gratuities, how do I pay them? You can go to Guest Services once on board and ask for envelopes to pay your gratuities. It is at your discretion, but they do have suggested amounts in USD.
13. Can I pay more if I like and how do I do that? Yes, you can go to Guest Services and ask for envelopes and personally give them to your cabin steward or servers.
14. What is my dining time? We have requested early dining for most guests, but you can manage your account through the Carnival website or speak to the maître d once on board to make any changes. They will do their best to accommodate.
15. How do I know where to sit in the dining room? Your table number is printed on your Carnival room key.
16. Can we dine together on the ship? We have sent the dining list to Carnival, and they will do their best to coordinate the dining as per the list. However, it is not guaranteed that you will be dining all together as one large group. If you find that you are not sitting with your friends, please speak to the maître d and they will do their best to accommodate.

17. How will we know what is going on for entertainment on the ship? There is a newsletter in your stateroom each day listing all activities and much more great information. You should always make a point in reading it.
18. Can I eat at the buffet every night if I want to? Yes, it is totally up to you where you eat.
19. What do we wear in the dining room for dinner? There will be 2 formal nights where you get to dress a little bit fancier if you like. The rest of the nights, please refer to: <https://www.carnival.com/>
20. Can we call room to room if we are travelling with others? Yes, if you know your friend's stateroom number.
21. Arriving at the ship and what to expect? Your baggage will be taken from you and then it will appear later by your stateroom door. Please take any medication you may need and any valuables with you, as you may not see your baggage for several hours.
22. Can I take an iron or clothes steamer? Absolutely not, it will be taken from your suitcase, and you can get it back at the end of the cruise.
23. Can I take alcohol onboard with me? Please refer to: <https://www.carnival.com/>
24. Am I allowed a case of water, juice, or soda? Please refer to: <https://www.carnival.com/>

If you do not see the question/answer here, please refer to the website for Carnival as they have all the answers there.

Hotel:

1. What hotel are we staying at in Orlando? Holiday Inn Orlando International Airport 5750 T.G. Lee Blvd Orlando, FL 32822
2. What is my booking number for the hotel reservation? Your hotel confirmation number can be found on your CAA Statement that was sent out after your final payment was made in December.
3. Do I have to check into the hotel? Yes, when you arrive at the hotel, please check in at the front counter let them know who you are, give them your credit card and let them know that you are with the Dancin' on the Water group.
4. How do I pay for my stay? **Please keep in mind that the hotel was not prepaid for.** If splitting the payment with your roommate, **please let them know upon check in that you are using 2 cards to pay** because they will bill the card in the middle of the night and if it is not stated at check in, it will take time the next day to get this straightened away.
5. How do I know what shuttle to take from the airport to the hotel? **Pick-up from the airport is upon request only. Call 1-407-851-6400 press option 3 to request pick up.** For additional help, you can also text the front desk at (321)342-9507. *Gratuities are not included for baggage handling.
6. What is check in time? 3pm and for those staying after the cruise, check out time is 11am.
7. If we arrive earlier than the official check and your room is not ready, what can we do with our baggage? You can ask the front desk to store it for you and then you can enjoy the pool or go for lunch.
8. Is breakfast included? Breakfast is included for the first 2 people in the room and any additional people in the room, the cost is \$13.99USD plus tax and plus tip.
9. What bedding type will we have? The group block of rooms have 2 beds per room.
10. If we are sharing a room and someone arrives earlier than the others, can they check in? Yes, each person that is staying in the room is listed on the booking.
11. What time and where do we meet with Gerard and Susan once arriving in Orlando at the hotel? Check in with Gerard and Susan **April 5th between 7:30pm-8pm drop in the Study Room** anytime to pick up your information. If you arrive after this time frame, you will see Gerard the next morning around the

hotel lobby. *People need to gather in the hotel lobby for a headcount no later than 9:30 AM on April 6, wearing their name tag/lanyard.

Transfers:

If you are staying at the designated group hotel as mentioned above on the night of April 5th, the transfer is scheduled for pick up at approximately 10am on April 6th, 2024. How will I know which shuttle bus to get on? Gerard and Susan will have the manifest with the list of names who purchased transfers and will check each person off as they board the bus.

1. Will the shuttle bus from the hotel to the cruise ship be a private or shared bus? It will be private for the group on April 6th due to everyone is leaving from the same hotel.
2. How long is the drive to the port? The drive is approximately 1 hour to Port Canaveral.
3. What time is my shuttle back to the airport? Anytime before 10am. This is **not a private shuttle** because everyone has different flight times, and the individual will take the transfer back to the airport depending upon their flight time and the airlines recommended arrival time. Allow a minimal of 3 hours prior to your flight departure time.
4. When leaving the ship, how will I know where to find the shuttle? Proceed to “Pre-Arranged Transportation” located outside your cruise terminal. Follow the **Go Port** signs directing you to their check-in podium where greeters will seat you on the next available shuttle. *Shared shuttles to the Orlando Airport run on a regular basis from 7:00 AM until ship debarkation is complete. These shuttles fill up on a first-come, first-served basis and will depart the port when they are filled. *Everyone on the same reservation must board the same shuttle together (most of you were book individually).
5. How will Go Port know I belong on the shuttle going back to the airport? Follow the directions above and then when you get to the shuttle, give them your first and last name. The group number that was given to us by Go Port is 79519 – Dancin on the Water group arranged by Leslie McInnis.