

## **HURRICANE IRMA UPDATE**

Sept. 12, 2017 – 5 p.m. ET

Carnival Cruise Line has launched a comprehensive and wide-ranging humanitarian relief effort to destinations affected by Hurricane Irma, with 11 of its ships making 36 deliveries throughout the region during upcoming cruises. Delivery of supplies has begun on both an immediate and sustained, longer-term basis. A wide variety of items, including food, water, clothing, toiletries and medical supplies, are scheduled to be delivered over the next several weeks to destinations that include Grand Turk, St. Maarten, St. Thomas, St. Kitts and Key West, as part of our ongoing cruise itineraries. Carnival is working on a more extensive, multi-faceted plan to provide relief to affected ports and communities in the U.S. as well.

We continue to closely monitor and adjust our fleet and itineraries following the impacts of Hurricane Irma over the weekend. The safety and security of our guests and team members remains our first priority.

We remain in constant contact with port officials regarding port closures in South and Central Florida. Currently, Port Everglades is open for cruise operations and we are awaiting final word from PortMiami, hopefully this evening.

Given the storm's impact, we will be shortening the duration of several upcoming cruises.

Guests who sail on the shortened cruises will receive a pro-rated refund of their cruise fare. Alternatively, guests who wish to cancel due to the modified cruise duration may do so and receive a future cruise credit equal to the amount of their cruise fare. Guests do NOT need to contact Carnival as this will be processed automatically.

Below is a list of voyages currently impacted. Those traveling on our South Florida ships in the coming days are asked to contact their airline directly to confirm specific arrangements.

### **Carnival Paradise – Sept. 7**

Guests on this voyage departed Cozumel on Sept. 12 to make their way back to Tampa or Port Canaveral on Wednesday, depending on the availability of the Port in Tampa. Guests had the option to be transferred to Tampa or the Orlando airport via motor coach, or remain with the ship in the Port Canaveral area until we reposition the ship to the Port of Tampa, currently scheduled for Sept. 16.

### **Carnival Conquest – Sept. 9**

Scheduled to depart Port Everglades on Sept. 12 on a four-day cruise to Cozumel. Check in will be between 5-8 p.m.

### **Carnival Glory – Sept. 9**

Now scheduled to depart Miami on Sept. 13 on a three-day cruise to Freeport and Nassau.

**Carnival Magic** – Current cruise (Sept. 3-9 from Port Canaveral) proceeded directly to New Orleans for arrival on Sept. 9. Guests had the opportunity to disembark and make independent

arrangements to travel home. Guests also had the option to remain on board and sail back with us to Port Canaveral, where we plan to arrive on Sept. 13.

- **Carnival Magic – Sept. 9**

Cruise is now scheduled to depart Port Canaveral on Sept. 13 on a three-day cruise to Freeport and Nassau.

**Carnival Vista – Sept. 9**

Now scheduled to depart Miami on Sept. 13 on a four-day cruise to Cozumel.

**Carnival Victory** – Previous cruise (Sept. 4-8 cruise from Miami) arrived into Miami early on Sept. 7. Guests who wished to disembark had the opportunity to do so. Guests also had the option of staying on board and sailing back out to sea with us on Sept. 8 until the storm passed.

**Carnival Sensation – Sept. 11**

Now scheduled to depart Miami on Sept. 13 for a three-day cruise to Nassau.

**Previously affected cruise itineraries include:**

**Carnival Freedom – Sept. 9**

Departed Galveston on Sept. 9 on a Western Caribbean cruise to Mahogany Bay, Belize and Cozumel.

**Carnival Dream – Sept. 10**

Departed New Orleans on Sept. 10 to operate a Western Caribbean cruise to Ocho Rios, Grand Cayman and Cozumel.

**Carnival Pride – Sept. 10**

Departed Baltimore on Sept. 10 on a cruise to Canada, visiting Halifax and St. John. Guests may elect to cancel and receive a future cruise credit. Guests wishing to sail will receive a 25% future cruise credit based on the fare paid for this cruise.

**Carnival Fascination – Sept. 10**

Departed San Juan on Sept. 10 on a cruise to Dominica, Barbados, St. Lucia, Antigua and St. Kitts.

**Previous cruise cancellations:**

- **Carnival Liberty – Sept. 7** – three-day Bahamas cruise from Port Canaveral
- **Carnival Victory – Sept. 8** – three-day Bahamas cruise from Miami
- **Carnival Splendor – Sept. 9** – five-day Eastern Caribbean cruise from Port Everglades
- **Carnival Ecstasy – Sept. 9** – six-day Bahamas cruise from Charleston
- **Carnival Liberty – Sept. 10** – four-day Bahamas cruise from Port Canaveral
- **Carnival Paradise – Sept. 11** – five-day Western Caribbean cruise from Tampa
- **Carnival Victory – Sept. 11** – three-day cruise to Nassau and Freeport

A full refund will be provided to all guests who were scheduled to sail on cancelled voyages.

Guests booked on any of the following sailings who were unable to travel will receive future cruise credits:

- **Carnival Paradise – Sept. 7** – four-day cruise from Tampa
- **Carnival Sensation – Sept. 7** – four-day cruise from Miami
- **Carnival Fascination – Sept. 10** – seven-day cruise from San Juan

Guests do NOT need to contact Carnival to receive these future cruise credits as they will be automatically processed.

We will continue to stay in touch with local port officials and provide further updates, as needed. All future sailings scheduled to depart as of Sept. 14, will depart as scheduled. In order to provide the most accurate information, we will inform guests of any changes to our departures no later than 48 hours prior to the sailing date.

Guests scheduled to cruise on these upcoming Carnival voyages are encouraged to sign up for text alerts by texting the codes below to CRUISE (278473).

Carnival Conquest – CCL2  
Carnival Glory – CCL3  
Carnival Magic – CCL4  
Carnival Vista – CCL6  
Carnival Sensation 9/11 – CCL10

Carnival's Miami offices are now open for normal business hours.

We sincerely apologize for the disruption Hurricane Irma has caused, and we look forward to welcoming our guests on board.

Our thoughts and prayers are with everyone impacted by Hurricane Irma.

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