

Cruising From Charleston

Frequently Asked Questions

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PARKING AT THE PORT:

Is parking available at Union Pier Cruise Terminal? Yes, on site parking is available on SC Port Authority property.

Is the parking in a secure location? Yes, the parking is in a restricted-access location with 24/7 security. It is patrolled by SC Ports Authority Police.

What is the fee for parking at the Port? Standard size vehicles (up to 20 ft. length) - \$17/day. Oversized vehicles (i.e. campers, rv's, etc.) \$50/day. Fees are subject to change without notice. Vehicles displaying handicap permits – no fee. *(The person the permit was issued to must be traveling in the vehicle to qualify for handicap parking.)*

How will I pay for parking? Accepted forms of payment are debit card, credit card, traveler's check, personal check, or money order. Major credit cards accepted include American Express, VISA, MasterCard and Discover Card. Cash is no longer accepted.

When do I pay for parking? Payment for parking is due when the vehicle arrives at the port on embarkation day.

How do I get from the parking areas to the Cruise Terminal? The Port provides complimentary shuttle buses from the parking area to the entry door of the Cruise Terminal.

The same shuttle buses bring you back to the parking area on your return morning, after you have cleared U.S. Customs.

Wheelchair accessible shuttle buses are available for those with special needs.

Can I take my luggage with me on the shuttle buses? Only smaller carry-on luggage is allowed on the shuttle buses. Larger luggage is collected at the check-through luggage tent prior to parking.

How do I get back to the parking area on the day the cruise returns to port? The shuttle buses will take you to a central location in the parking area or you may choose to walk back to the parking area. All of your luggage will come with you on debarkation morning.

Can I leave my vehicle in the parking area after I complete my cruise? All vehicles must leave the parking area once the debarkation activities are completed on the return morning of the cruise.

DRIVING DIRECTIONS:

What is the address of the entry gate? The Union Pier Cruise Terminal entry point is Gate #2 located at the intersection of Concord and Laurens Streets, Charleston, SC 29401.

How do I get to the Port? Detailed Map and Driving directions are posted on the SCPA website:

www.scspace.com/cruises/getting-to-charleston/.

I am traveling to Charleston via Interstate 26. What exit do I take? Use exit 219-B from I-26. Follow the brown and white highway signs indicating the path to Union Pier Cruise Terminal. The signs have a ship logo and read "CRUISE".

I am flying into Charleston and will be taking a taxi to the cruise terminal. What is the address? Taxis use Union Pier Cruise Terminal Gate 1 (Main Gate) for dropping off cruise passengers. The address is 32 Washington Street, Charleston, SC 29401.

How far is the airport from the cruise terminal? Charleston International Airport is located in North Charleston approximately 10 miles from the Cruise Terminal.

How much time should I allow for travel between the cruise terminal and the airport? Allow 20-30 minutes travel time, minimum.

I am arriving by train to Charleston. How far is the Amtrak Train Station from the cruise terminal? The Amtrak Train Station is located in North Charleston approximately 10 miles away.

How much travel time should I allow between the cruise terminal and the train station? Allow at least 30 minutes.

EMBARKATION:

Where do I go on sailing/embarkation day? All cruise passengers should come to Union Pier Cruise Terminal. Your entry to the terminal will be Gate 2 (intersection of Laurens and Concord Streets) if arriving by car. Use Gate 1 (Main Gate at 32 Washington Street) if arriving by taxi or bus.

I am being dropped off by a friend and not leaving my car.

Where do I go for entry? Enter via Gate 2 at the intersection of Laurens and Concord Streets. You will bypass the parking lane and proceed directly to the luggage tent. Cruise passengers will then proceed to the check-in location and the ship.

What do I need for entry? Cruise documents/tickets, government issued photo ID (i.e. valid driver's license) and proof of citizenship (passport or government-issued birth certificate) are required for entry to the cruise terminal and to check-in for cruises.

These documents are required for each passenger sailing. A photo ID in the form of a government- issued document is required for all passengers.

Birth certificates must be government-issued with a valid government seal. A valid passport or valid government-issued

birth certificate can currently be used for the identification process.

Where do I pick up my cruise documents, if I don't have them because of booking close to sailing date? Pier pickup is available on-site at the port. You will need to meet with the ground handler at a designated location upon entry to the port. You will be directed to the appropriate location and representative.

What are the hours for check-in? Vehicles and luggage will typically be accepted at the Union Pier Cruise Terminal between 11:30 a.m. and 3:00 p.m. on sailing days. Cruise dates and arrival/departure times may vary. Check-in times may change accordingly. Check with your cruise line to confirm.

When can I board the ship? When the ship is ready to receive passengers the cruise line will open the check-in desk. You may board the ship after you complete the check-in process at the Union Pier Cruise Terminal.

What happens if the cruise is cancelled due to weather conditions or other emergencies? The cruise line will notify you of the cancellation and arrangements.

DEBARKATION & CUSTOMS CLEARANCE

How do I disembark on the return morning of the cruise?

Everyone must clear U.S. Customs on return to port. The ship's staff will make announcements noting when it is time to come ashore. Self-assist guests will leave the ship first. They will carry all their luggage off the ship themselves. Guests choosing the zone option will be assigned a zone number for luggage laydown in the terminal. The ship will call each zone when it is time for that section to leave the ship.

What do I need to clear U.S. Customs on return? You will need the completed U.S. Customs Declaration Form and your photo ID. The ship will provide the declaration form. It should be completed prior to leaving the ship. Keep the completed form and your photo ID easily accessible during debarkation. You will need to show them to the U.S. Customs officers during clearance activities. If you chose to debark by zone, you will claim your luggage in the Cruise Terminal building and proceed to the U.S. Customs checkpoint in the building. You must have your luggage with you when clearing U.S. Customs.

How do I get from the Cruise Terminal to the parking area?

Complimentary shuttle buses will take you back to the parking areas on port property. Your luggage will go with you via the shuttle buses. You also have the option to walk back to the parking areas.

I am being picked up by friends or family. Where do I meet them? You will meet them in the parking lot directly in front of the Cruise Terminal. The street address is 196 Concord Street (the foot of Market and Concord Streets).

I need transportation to the airport, Amtrak station or local hotel. Where do I find transportation? Taxis, limos, hotel transportation vehicles are located in the parking lot directly in front of the Cruise Terminal. The address is 196 Concord Street (the foot of Market and Concord Streets).

I will be traveling with a group on a charter bus. Where do I meet my bus? Charter bus groups debark together in the same assigned number zone from the ship. The charter bus for a group will meet them at the exit to the Cruise Terminal, once all of the group members are together.

If I lose my luggage, leave something behind or have damaged luggage, who do I contact? Please contact the ground handler. For Carnival Cruise Lines that is InterCruises Shoreside and Port Services: 843/958-8255.

Is there anywhere that the port I can leave my luggage after debarkation? Due to security regulations, luggage cannot be left or stored at the port after debarkation. You will need to take all items with you when you leave the area.

LUGGAGE INFORMATION:

How early can I drop off luggage? Early drop-off luggage is accepted between 9:00 a.m. and 11:00 a.m. on sailing days. Early luggage drop-off is for passengers with early flight arrivals or early check-out from hotels.

Only luggage is accepted for early drop-off. Passengers are asked to return at 11:30 a.m. or later when check-in process is available. The location for early drop-off of luggage is Union Pier Cruise Terminal Gate #2 at the intersection of Concord and Laurens Streets.

Where do I drop off my luggage during the regular check-in process? Do I surrender my checked luggage before or after parking? After you enter the terminal, the steps will be: 1) Pay for parking; 2) Drop-off luggage at the luggage collection tent; 3) Park your vehicle. You will be directed through each step in the process.

Where do I leave my luggage if I am not parking, but being dropped off instead? You will be directed along a route within Union Pier Cruise Terminal to the luggage collection tent. After checked-through luggage is deposited at the luggage collection tent, you will be directed to a shuttle bus to take you to the vessel check-in desk. You may also choose to walk into the terminal to check-in.

What size luggage can I carry with me? Carry-on luggage should be no larger than 22' x 14' x 9' (approximately). Luggage size limits are similar to those for airline travel.

Can I keep my larger carry-on luggage with me and continue to check-in? In accordance with U.S. Coast Guard and SC Port regulations, any luggage larger than the size noted above is considered checked-through luggage and cannot be carried on the vessel. It will be collected at the luggage collection tent site and delivered to your cabin.

What do I need to do with my luggage prior to collection? Each piece of luggage should be tagged with the official cruise line tags provided in the ticket package. Please include full name and cabin number on tags and attach them to your

bag prior to arrival at the terminal.

How do I get additional tags for my luggage? Tags are available from the ground handler team at the luggage collection tent.

How do I get my luggage to my cabin? Luggage handling assistance is provided at the luggage collection tent. Your tagged, checked-through luggage will be delivered to your cabin for you. You keep your smaller carry-on luggage with you and take it on board yourself.

What items are prohibited for the cruise? Please review the list on the Port website and in the Carnival Cruise Line materials.

SCPA: <http://www.scspace.com/cruises/cruise-guidelines/>

Carnival: <http://www.carnivalcruises.com>

What should I keep with me? Please keep all cruise documents, photo ID, and proof of citizenship with you. You will be asked to show the documents several times during the check-in process. Keep any valuables and special needs items, such as medicine, with you in your carry-on luggage.

Where will I find my luggage on return morning for debarkation? You will have the option of either self-assist or zone debarkation on the return morning. The self-assist option means you will keep your luggage with you and bring it all off the ship yourself. Zone debarkation means you will be assigned a zone number. Your luggage will be in the terminal building. You will debark by zone number, when announcements are made by ship staff.

Will there be assistance with the luggage on debarkation? If you choose the zone option, there will be labor assistance in the building to help you with your luggage during debarkation. Due to security regulations, luggage cannot be left or stored at the port after debarkation.

CHARLESTON CRUISE SCHEDULE

What cruise lines currently sail from Charleston? Carnival Cruise Line offers a variety of itineraries with year-round service from Charleston. Ships sail on 5-day, 6-day and 7-day cruises from the Port of Charleston. Please go to www.Carnival.com to book your cruise.

Where do I find the cruise schedule for Charleston? The cruise schedules are posted on the Port's website and updated periodically. The Port's web site address is www.scspa.com/cruises/cruise-calendars/.

How do I find more details or book a cruise from Charleston? Contact your local travel agent for information on cruises, itineraries, rates, cabin availability and assistance in making reservations. You can also check the Carnival Cruise Line's website at www.carnivalcruises.com for details on cruises out of Charleston.

KEY CONTACTS

South Carolina Ports Authority

Port of Charleston Cruise Information

Telephone: 843-958-8298

E-Mail: Cruises@scspa.com

www.scspa.com

Facebook: www.facebook.com/CruiseCharleston

Port Police Headquarters

(after hours and emergencies)

Telephone: 843-577-8706

U.S. Customs and Border Protection/Charleston

Telephone: 843-579-6500 or 843-552-2696

Intercruises Shoreside and Port Services

Telephone: 843-958-8255

E-mail: c.buzille@intercruises.com

Carnival Cruise Line

Telephone: 800-764-7419

www.CarnivalCruises.com