

Cruising from Charleston

Frequently Asked Questions

Parking at the Port - page 2

Driving Directions - page 2

Embarkation & Entry - page 3

Luggage Information - pages 3-4

Debarkation & Customs - page 4

Cruise Schedule - page 5

Key Contacts - page 5



PARKING AT THE PORT:

Is parking available at the Port of Charleston?

Yes, parking is available on Port property, just a short distance from the Cruise Terminal. It is access controlled, available only to cruise passengers.

Is the parking in a secure location?

Yes, the parking is in a restricted access location. It is patrolled by Port Police during the cruise week.

What is the fee for parking at the Port?

Effective July 1, 2013:

Standard size vehicles (up to 20 ft. length) - \$17/day

Oversized vehicles (ie. campers, rv's, etc.) - \$40/day

Vehicles displaying handicap permits - no fee

(Person permit was issued to must be traveling in the vehicle)

How can I pay for parking?

Current accepted forms of payment are cash, credit card, travelers check or personal check. Major credit cards accepted are - American Express, VISA, MasterCard, Discover Card

Are there any discounts available for parking at the Port?

Complimentary parking is provided for vehicles displaying valid handicap permit and ID. The person the permit was issued to must be traveling in the vehicle to qualify for the discount.

When do I pay for parking?

Parking is paid upon arrival at the Port on embarkation day.

Can I make reservations ahead of sailing?

Reservations are not accepted in advance for parking. However, there is ample space, so availability is not a problem.

How do I get from the parking areas to the cruise terminal?

The Port provides complimentary shuttles from the parking areas to the entry door of the cruise terminal. The same shuttles bring you back to the parking area on your return morning after you have cleared U.S. Customs.

Wheelchair accessible shuttles are available for those with special needs.

Can I take my luggage with me on the shuttles?

Only smaller carry-on luggage is allowed on the shuttles. 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 back to the parking area. All your luggage will also come with you on debarkation morning.

Can I leave my vehicle in parking after I complete my cruise?

All vehicles have to leave the parking area once the debarkation activities are completed on the return morning of the cruise.

DRIVING DIRECTIONS TO THE CRUISE TERMINAL:

How do I get to the Port?

Driving directions are posted on the Port website at www.port-of-charleston.com on the "Cruises" page.

I am traveling into Charleston via Interstate 26. What exit do I take?

Use 219-B from I-26. Follow the brown and white highway signs with the cruise ship logo. The signs will lead you right to the entry gate (Gate #2), located near 280 Concord Street.

I am flying into Charleston and will taking a taxi to the cruise terminal. What is the address?

Taxis use the main Union Pier Terminal gate for dropping off cruise ship passengers. 32 Washington Street, Charleston, SC 29401.

How far is the airport from the cruise ship terminal?

Charleston International Airport is located in North Charleston approximately 10 miles from the Cruise Ship Terminal.

How much time should I allow for travel between the cruise ship 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 ship terminal?

The Amtrak train station is located in North Charleston approximately 10 miles from the cruise ship terminal.

How much travel time should I allow between the cruise ship terminal and the train station?

Allow at least 20-30 minutes travel time, minimum.

EMBARKATION INFORMATION & ENTRY TO THE TERMINAL:

Where do I go on sailing/embarkation day?

All cruise passengers should come to Union Pier Terminal to begin the check-in process on sailing day. The entry is Gate # 2 at the intersection of Concord and Laurens Streets.

What is the address of the entry gate?

The entry gate (Gate #2) is near 280 Concord Street, Charleston, SC.

I am being dropped off, and not leaving my car. Where do I go for entry?

All cruise passengers should come to Union Pier Terminal for entry on sailing day. General entry for passengers is via Gate #2, at the intersection of Concord and Laurens Streets.

Taxi, hotel limo and group charter bus transportation should enter via the Main Gate to Union Pier, 32 Washington Street. The entry is marked for taxi and bus access.

What do I need for entry?

Cruise document / ticket, government issued photo ID (i.e., driver's license), proof of citizenship (passport or municipality issued birth certificate) is required for entry to cruise terminal and 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 should be government-issued with a valid government seal. A valid passport or a 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 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.

What are the hours for check-in?

Vehicles and luggage will be accepted at Union Pier Terminal between the hours of 12:00 noon and 3:00 p.m. on sailing day.

When can I board the ship?

You can board the ship right after you check in at the cruise ship terminal. Once the process starts the ship is ready to receive passengers.

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.

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 drop-off is for passengers with early flight arrivals or early check-out from hotels.

Luggage only is accepted for early drop-off. Passengers are asked to return at 12:00 p.m. when check-in staff and process is available. The location for early-drop off of luggage is Union Pier – Gate #2.

Where do I drop off my luggage during regular check in process? Do I surrender my checked luggage before or after parking?

Checked through luggage is collected prior to parking. You will follow a route within Union Pier Terminal and be directed to the luggage collection tent after you purchase the parking permit. After depositing the checked through luggage, you will be directed to the parking areas.

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 Terminal to the luggage collection tent.

After the checked through luggage is deposited at luggage collection tent, you will be directed to the shuttle bus location for passengers being dropped off and who are not parking.

What size luggage can I carry on 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?

Any luggage larger than the size noted above is considered checked through luggage. It will be collected at the Union Pier site and delivered to your cabin.

Due to Port and U.S. Coast Guard security regulations, no check-through luggage is allowed or accepted at the Cruise Ship Passenger Terminal.

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.

LUGGAGE INFORMATION (continued):

How do I get additional tags for my luggage?

Tags are available from the ground handler team at the luggage collection location at the Port.

How do I get my luggage to my cabin?

Luggage handling assistance is provided at the collection site. 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 list on the Port website and in the Carnival Cruise Line materials.

Port website is www.port-of-charleston.com

Carnival website is www.carnivalcruises.com

What should I keep with me?

Please keep all cruise documents, photo identification 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 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, as 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 on debarkation. Due to security regulations, luggage cannot be left or stored at the Port after debarkation.

DEBARKATION & CUSTOMS CLEARANCE:

How do we 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. 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 identification. 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. You will claim your luggage in the cruise terminal building and proceed to the U.S. Customs checkpoint in the building.

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

The complimentary Port shuttles will take you back to the parking areas on Port property. Your luggage will go with you via the shuttle buses.

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 ship terminal. The street address is 196 Concord Street (at the foot of Market Street).

I need transportation to either the airport or a local hotel. Where to I find transportation?

Taxis, limos, hotel transportation vehicles are located in the parking lot directly in front of the cruise terminal.

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 number zone from the ship. The charter bus for a group will meet them at the exit to the cruise ship terminal.

What time do we debark on the return cruise day?

Passengers choosing the self-assist option usually start debarkation approximately between 6:30 a.m. and 7:00 a.m. Passengers debarking in the general zone categories debark between the hours of 8:30 a.m. and 10:30 a.m. Times can vary, depending on ship arrival, U.S. Customs Clearance and other related activities.

If I lose my luggage, leave something behind, have damaged luggage, who do I contact?

Please contact the ground handler. For Carnival Cruise Lines, that is InterCruises Ship and Shoreside Services.

Carolann Mule c.mule@intercruises.com

Gene Bayne genebayne1@att.net

Is there anywhere at the Port that 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.



Long regarded as one of the country's top travel destinations for its history, natural beauty and Southern charm, Charleston is an ideal cruise port.

CRUISE SCHEDULE FOR THE PORT OF CHARLESTON:

What cruise lines currently sail from Charleston?

Carnival Cruise Lines' Carnival Fantasy offers year round service from Charleston. The ship sails on 5-day, 6-day and 7-day cruises from the Port of Charleston.

Where do I find the cruise schedule for Charleston?

The cruise schedules are posted on the Port website and updated periodically. The Port website address is www.port-of-charleston.com

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. For the Carnival Fantasy, you can also check the website for Carnival Cruise Lines at www.carnivalcruises.com

How do I book a group on a cruise from Charleston?

Contact your local travel agent or the cruise line group services manager. For the Carnival Fantasy, you can also check the website for Carnival Cruise Lines at www.carnivalcruises.com

KEY CONTACTS:

South Carolina Ports Authority Cruise Line

Telephone: 843-958-8298

Website: www.port-of-charleston.com

E-mail: cruises@scspa.com

Intercruises Ship and Shoreside Services

Telephone: 843-958-8255 (Carolann Mule)

E-mail: c.mule@intercruises.com

U.S. Customs (info on passports, birth certificates and other documents.)

Telephone: 843-579-6500

Carnival Cruise Lines

Telephone: 1-800-764-7419

Website: www.carnivalcruises.com

Port Police Headquarters (after hours and emergencies)

Telephone: 843-577-8705 or 843-577-8706



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