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Thank you for choosing Just Cruises, Inc. We value your decision in trusting us to plan your vacation. Please understand that we will continue to do everything possible to exceed your expectations.

***To better assist you in this, we ask you to look over the following information:***

We have a **Purser's Office** to assist you in daily business, payments, inquiries regarding Airline and Cruise tickets, name changes and/or corrections, etc. Our Chief Purser, Deb Hallowell, is responsible for handling these details. You may reach her directly at ext. 288. Your Cruise Counselor is still at your service to assist you with the selection of cruises, adding "pre" or "post" cruise packages, and other detailed information.

**Just Cruises, Inc. acts as an agent of the cruise lines:** We forward your payments directly to the cruise line whether it is by credit card, check or cash. For your convenience, we recommend you make payments by credit card. Please feel free to call Deb at ext. 288 to authorize your charge by phone.

**Fly/Cruise Packages:** (Air Inclusive) from the cruise lines include your roundtrip airfare and some lines will offer free transfers to and from the ship and airport and your cruise. We would like you to be aware that the **Cruise Line** selects the **AIRLINE CARRIER** and your **FLIGHT SCHEDULES**. Service may be jet, commuter or even charter service. You may inquire at time of booking to see if transfers are provided with your cruise line when you purchase their airfare.

**Air Deviations:** are written requests to the cruise line for an alteration of the standard Fly/Cruise Package. If you desire a specific airline, guaranteed jet service, a different date of travel or a specific departure, we will be happy to forward your request to the cruise line. They will respond if this is possible, and will advise you of the cost for this deviation if you accept. All requests for Air Deviations must be made in writing to our Purser's Office. You may either mail or fax us at 585-473-7577. All requests for deviations must be made a minimum of 75 days prior to sailing. Flights are limited to the various ports of Embarkation so please make all requests as early as possible.

**Baggage Limitations:** The free baggage allowance per traveler varies by airline and is changing frequently. Some airlines are now charging for each bag checked. There may be exceptions to this policy for those with preferred frequent flyer membership so please register your frequent flyer number with the airline directly. There are also weight restrictions, which vary by airline. Carry on luggage continues to restrict certain substances and an updated list may be found at [WWW.TSA.GOV](http://WWW.TSA.GOV)

**Correct Names and Spelling:** Immigration laws and airline security require the name on your travel documents match that on your Passport. Please verify the name on the enclosed statement to be certain we have it correct. Nicknames are not acceptable. Middle names and middle initials are not required. If a change is necessary please notify our Purser immediately. A name change may result in a charge by the cruise line.

**Passport Requirements: For travelers of U.S. CITIZENSHIP:** At the current time, cruise lines that sail roundtrip from U.S. ports to the Caribbean and Mexico will continue to accept a certified birth certificate and government-issued I.D. (such as a driver's license) from citizens of the U.S. and Canada for 2008 departures, in lieu of a passport. However, most cruise lines strongly suggest that guests obtain a passport. Guests who need to fly to or from the United States unexpectedly will likely experience significant delays and complications related to booking airline tickets and entering the United States if they do not have a valid passport with them. For example, a passenger missing a cruise departure due to a late inbound flight to Miami would need a passport to fly to meet the ship at the next port. Similarly, guests needing to fly to the U.S. or Canada (via the U.S.) before their cruise ends, because of medical, family, personal or business emergencies, missing a ship's departure from a port of call, or a mechanical problem of some sort with the ship, would need a passport. **For updated Passport info & applications, please visit [www.travel.state.gov](http://www.travel.state.gov).** For other destinations such as Europe & South America, passports have always been required. Certain countries such as Australia, China, Russia & Turkey also require a Travel Visa in addition to your passport. It is your responsibility to have these documents. If you are unsure of the Visa requirements necessary for your travel destinations, please contact your agent immediately. Boarding may be refused if you do not have them when checking in for your cruise. There will be no exceptions made by the cruise lines, because this is government imposed. **Resident Aliens, those with green cards, Non-U.S. CITIZENS are not covered under this provision and must inquire with all destinations visited for that Country's particular entry requirements for that citizenship.**

**Final Payments:** Please check your statement for the final payment date and be sure to call our Purser with your credit card, or mail your payments in sufficient time to reach the cruise line by the date stated. Late payments will result in a delay in the delivery of your documents or a possible cancellation by the cruise line.

**Cancellations:** All cancellations must be made in writing to us, via mail or fax. All cancellations will be assessed a \$25 per person service fee. This fee is in addition to any cancellation penalties that apply from the cruise line. Please consult your brochure for cancellation details and penalties. We suggest you consider Travel Insurance.

**Travel Insurance:** Please take a moment to review the cancellation penalties in your cruise brochure. If you do not have a current brochure – please call our Purser and we will mail one to you. If you desire, you may purchase insurance directly from the cruise line. We also suggest insurance through an independent carrier such as Travelex to include pre-existing medical coverage if purchased within 21 days of your initial trip deposit. Certain restrictions apply so we suggest calling Travelex directly for any specific conditions or questions. They may be reached at 800-504-7883. We have also included the application form within this packet. Since health matters, travel delays, cancellations and baggage losses are an uncertainty, we recommend that you insure your vacation.

**Documents:** Your cruise documents generally arrive two weeks prior to your sailing date. A few cruise lines are also processing electronic documents that are available online. The completion of your pre-cruise security information is required prior to printing these documents. Please call our office if you have any questions or concerns regarding your travel documents.

Again, thank you for your business. *We will assist you in making this your best cruise vacation !!!!*

Sincerely,

Rhonda S. Smith  
Manager