

**ALWAYS EMAIL TERMINAL TO SCHEDULE A TIME FOR
CHARTER BUS DROP-OFF & PICK-UP**

CruiseNorfolk@Norfolk.Gov

CRUISE DEPARTURES/PASSENGER & LUGGAGE DROP-OFF:

- Email at least 48 hours in advance to schedule your Charter bus arrival time at the terminal and provide contact phone number and email for both the Group Leader and the bus driver.
- **MAKE SURE ALL PASSENGERS HAVE THEIR TRAVEL DOCUMENTS, IDs & DAY 1 NEEDS IN THEIR CARRY-ON LUGGAGE/NOT IN CHECKED BAGS.**
- Bus will go to East 9th Street entrance to Cedar Grove lot to drop checked luggage which will be delivered directly to the ship.
- Call the number we give you in our email when you're finished off-loading luggage and we will arrange to let your bus into the drop off zone. Passengers will be dropped off at the terminal curbside. Once inside our terminal drop off loop, buses CANNOT back up without a spotter.

CRUISE ARRIVALS/PASSENGER PICK-UP:

- Tour group leader must schedule the group's debarkation time with Carnival Guest Services and communicate the time to the Terminal staff. We will schedule bus pickup at 8, 8:30, 9, or 9:30 am.
- Buses must stage at Harrison Opera House: 160 W. Virginia Beach Blvd.
- Once your passengers have cleared the terminal *with their luggage*, they will gather at a pre-determined location in the terminal loop.
- Tour Group Leader calls the number we provide in our confirmation email, then we will contact the bus driver to notify them that the group is ready for pick-up and admit them into the Terminal.
- **FOR SAFETY, ALL LUGGAGE MUST BE LOADED BY THE DRIVER ON THE PASSENGER SIDE OF THE BUS.**

**IF YOU DO NOT FOLLOW THESE INSTRUCTIONS,
YOUR BUS MAY HAVE TO WAIT FOR SPACE
AVAILABILITY AT THE TERMINAL.**

**TOUR OPERATOR/CHARTER BUS DIRECTIONS TO
CEDAR GROVE PARKING FOR LUGGAGE DROP OFF**

- Turn left out of terminal onto Boush St.
- Turn right onto W. Virginia Beach Blvd.
- Turn left onto St. Paul's Blvd.
- Turn right immediately into East 9th St.

