

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

**[CruiseNorfolk@Norfolk.Gov](mailto: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.
- **AT DEPARTURE FROM YOUR VENUE: MAKE SURE ALL PASSENGERS HAVE THEIR TRAVEL DOCUMENTS, IDs & DAY 1 NEEDS IN THEIR CARRY-ON LUGGAGE/NOT IN CHECKED BAGS.**
- Call the number we give you in our email when you're 10 minutes away from the terminal. Passengers will be dropped off at the terminal curbside. Once inside our terminal drop off loop, buses CANNOT back up without a spotter.
- Bus will go to Salter St. @ Cedar Grove lot to drop checked luggage which will be delivered directly to the ship.

**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. 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 EMBARKING LUGGAGE  
DROP OFF**

- Turn left out of terminal onto Boush St.
- Turn right onto W. Virginia Beach Blvd.
- Turn left onto Salter St.

