

TO SCHEDULE CHARTER BUS, EMAIL:

cruisenorfolk@norfolk.gov

PASSENGER DROP-OFF:

PASSENGERS MUST HAVE TRAVEL DOCUMENTS, IDs, CANNED BEVERAGES, DAY ONE NEEDS, AND CARRY-ON LUGGAGE WITH THEM ON THE BUS / NOT IN CHECKED BAGS OR UNDER THE BUS.

- Please email 48 hours in advance of your arrival to let us know you are coming! If a charter bus arrives at the terminal without calling, it will be sent to Cedar Grove for luggage transfer.
- BUSES FIRST GO TO CARNIVAL'S SATELLITE PARKING LOT, CEDAR GROVE – 1000 Monticello Ave – to drop off luggage. Please call 757-567-2131 before arriving at Cedar Grove so that luggage porters are ready for your arrival. Once luggage is removed from the bus, call 757-567-2131 to let us know you are on the way to the terminal. We will arrange to admit your bus into the terminal.
- Passengers must have IDs, boarding passes, glasses, medications, canned beverages, and all carry-on items **WITH THEM ON THE BUS** when it leaves Cedar Grove. The group will *not* have access to storage under the bus at the terminal.

PASSENGER PICK-UP:

- Terminal staff will work with the bus company, driver, Carnival Guest Services, and charter bus group leader to schedule and coordinate pick-up and ship debarkation time.
- Bus must stage at Harrison Opera House: 160 W. Virginia Beach Blvd.
- Once all passengers have cleared Customs at the terminal, they will gather at a pre-determined location.
- Terminal staff will notify the driver that the group is ready to pick up and the bus can proceed to the terminal. Luggage and passengers will be loaded as expeditiously as possible inside the terminal.

DIRECTIONS TO CEDAR GROVE FOR LUGGAGE DROP OFF

1000 Monticello Ave., Norfolk, VA

- Turn left out of terminal onto Boush St.
- Turn right onto W. Brambleton Ave.
- Turn Left onto St. Paul's Blvd.
- Turn right into East 9th Street Cedar Grove Bus Loop.

