



Dear Valued Guest,

It is our pleasure to have you aboard **Carnival Glory**, and we hope your cruise will create many wonderful memories.

Our staff works very hard to provide you with personalized service. From the stateroom stewards who turn down your bed and leave you towel animal surprises to the dining room waiters who remember your preferences, our goal is to exceed your expectations.

The service gratuities guideline for your cruise is \$10.00 per guest, per day, which will show as a charge on your Sail & Sign account. These gratuities will go to the people who have been providing you such a fun and memorable cruise:

Stateroom service team	\$3.50 per day
Dining room service team	\$5.50 per day
Alternative services (distributed to other kitchen and hotel service staff)	\$1.00 per day

We are committed to delivering a vacation that is the best value you can find, where the service is second to none. However, if you are not satisfied with the level of service you have received, we encourage you to contact Guest Services in the **Grand Atrium on Lobby Deck (Deck 3)** so that we can address your concerns immediately.

At Guest Services you may also adjust the gratuities as you wish.

Thank you for choosing to spend your vacation with Carnival Cruise Lines.

We look forward to continuing to serve you and hope to welcome you back on board again soon.

Sincerely,
Carnival Cruise Lines