



Crystal Symphony • Cruise 2221, No. 15

Wednesday, September 19, 2012

New York City, USA

Arrive: 7:00am

Sunrise: 6:41am

---

## Disembarkation Issue

Crystal Symphony Concludes  
Her "Icelandic Adventure" Cruise  
London/Dover, United Kingdom, to  
New York City, New York state, USA  
September 5 – September 19, 2012

### Distances Sailed This Cruise

Dover, England, to

Dublin, Ireland

515 nautical miles

Dublin, Ireland, to

Reykjavik, Iceland

1,170 nautical miles

Reykjavik, Iceland, to

New York City, USA

2,658 nautical miles

Pilot Distance

48 nautical miles

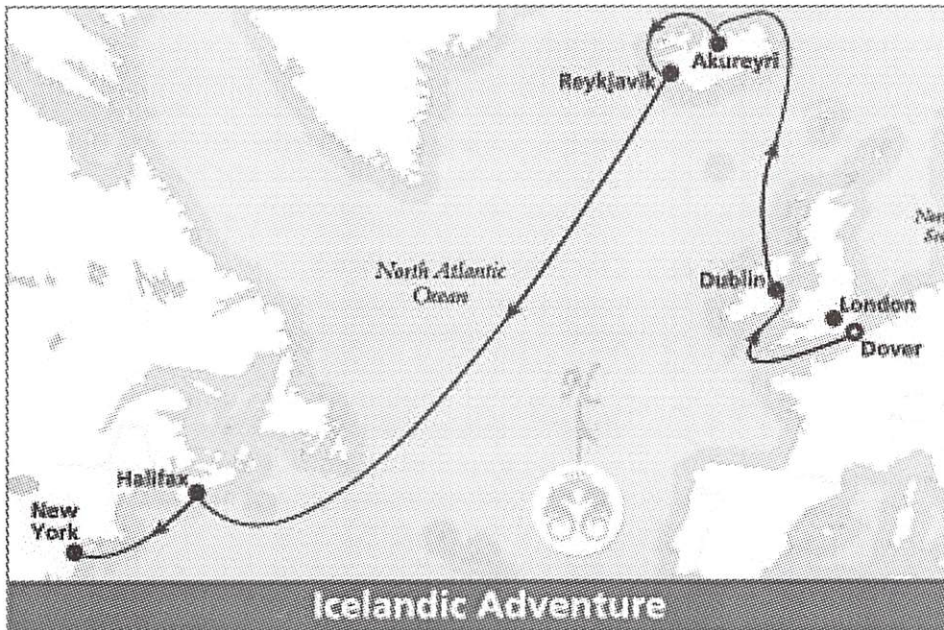
Total Distance Sailed

4,391 nautical miles

*To convert to statute miles,  
multiply nautical miles by 1.15*

5,050 land miles

Crystal Symphony remains docked in  
New York City overnight.



**When Disembarking** please have your ship's identification key card readily available when disembarking Crystal Symphony as ship's security will need to scan it at the gangway. Thank you.

### Verandah Cleaning

Please be advised that all stateroom verandahs are washed down from the outside starting at approximately 8:00am this morning. For your privacy and comfort, please ensure that your verandah doors are securely fastened and that your curtains are drawn.

# Disembarkation Information for New York, USA on Wednesday, September 19, 2012

## Your Baggage

All guests disembarking in New York are kindly requested to place their luggage, tagged with the appropriate color and number-coded luggage tags outside their stateroom anytime after dinner but no later than **12 Midnight, Tuesday, September 18, 2012**. In addition we kindly ask all guests to also place the appropriate color and number-coded luggage tags on their hand carry luggage. Please be advised that if you have completed your packing by 8:00pm, and would like to have some of your bags out of your stateroom early, you are more than welcome to put them outside your stateroom door at this time. **Please lock your luggage before placing it outside your stateroom. You may need to unlock it for airport security, but we suggest you re-lock it after these procedures.**

**All guests are advised not to leave any luggage containing high value items, Passport/Driver's License and/or checks/credit cards, laptops, cameras, iPods or any other items of value, including, but not limited to jewelry, laptops, cameras, iPods and medicine with any individuals at hotels, on buses/vehicles or left unattended under any circumstances. It is unsafe to do so and Crystal Cruises cannot accept responsibility for any such valuables, passports, driver's license, checks, credit cards or medicine left in bags that are left unattended. This includes, but is not limited to, leaving items on tour or transfer buses, with hotel bellmen or front office staff, at hospitality desks in hotels, or unattended hotel lobbies, holding locations, pier terminals or any other locations.** Luggage containing any valuables should be in the possession of the owners at all times, without exception. **Guests should not leave any such items with any individual who is not known to the guest, regardless of any assurances given to guests that it is safe to do so. Please note that Crystal Cruises cannot be responsible for any loss or theft resulting from guests leaving luggage containing valuables unattended.**

Kindly note that if you need additional ship's color-coded luggage tags, please contact the Front Desk.

## Disembarkation Briefing

All guests are urged to watch the televised disembarkation presentation for important information regarding disembarkation procedures in New York. The disembarkation talk will be shown throughout the day and evening on your stateroom television. Please consult the television schedule for times and channels.

## Settlement of Accounts

Crystal Symphony accepts the following credit cards: Visa, American Express, Diners Club, JCB, Master Card and Discover Card as well as traveler's checks, personal checks or cash for settlement of your shipboard accounts. Settlement of shipboard accounts will take place at the Reception Desk for those guests who have not yet left credit card information during the cruise. If you do choose to settle your account with cash, personal checks, or travelers checks we recommend that you do so one hour prior to your listed departure time from the ship. Please see the enclosed departure schedule for listed departure times.

We strongly encourage all our guests to take advantage of our Express-Check Out System. Simply leave your credit card information at the Reception Desk by **12 Midnight, Tuesday, September 18, 2012**, if you have not already done so.

A complete itemized statement will then be delivered to your stateroom on debarkation morning, stating your credit card number and showing a zero-balance. Your final balance will be automatically billed through your credit card company.

## Customs formalities

All guests will clear U.S. Customs and immigrations in the terminal building ashore after disembarking Crystal Symphony. Please have your custom form and passport handy (for non-US / non-Canadian guests you should also have either your I-94 / copy of your ESTA authorization or ARC card as applicable).

## U.S. Customs Allowances

The personal duty free exemption for U.S. residents is now \$800 per person. U.S. residents must declare the total value of ALL articles acquired abroad (whether new or used, whether dutiable or not, and whether obtained by purchase, as a gift, or otherwise), including purchases – made in Duty Free stores abroad, or in our on-board shops – which are in their possession at the time of arrival. U.S. Customs officials can and do search luggage for items purchased abroad. To be safe declare every purchase made abroad or on board Crystal Symphony. Both U.S. residents and non-residents are usually required to pay a flat 3% rate of duty on the first US\$1,000 above their exemptions. (Please note that the rate of duty has been decreased from 4% to 3% as of January 1, 2002). Please also make sure to read the back of your Customs form before filling it out. Regardless of the amount of your purchases, it is expedient to declare ALL items purchased.

Please note that Crystal Symphony has to provide U.S. Customs with a list of all guests who made purchases of over \$800 in the ships gift shops, any applicable duty will be collected as you pass through customs in the terminal ashore.

**Please note: No food, fruit or plants may be taken ashore in New York due to local Quarantine and Agriculture regulations.**



## Disembarkation Procedures in New York

Crystal Symphony is scheduled to dock in New York's Manhattan Cruise Terminal Pier#88 at 8:00am on Wednesday, September 19, 2012.

**Please note that we will not be allowed to begin disembarkation procedures on Wednesday, September 19, until we have the go ahead from U.S. Immigration and Customs officials and all luggage has been placed in the terminal ashore. We anticipate for disembarkation to commence at 8:45am.**

ALL guests are assigned to a disembarkation group, which is identified by a particular color / number coded luggage tag. Each color / number coded group will meet in the Starlite Club located on Tiffany Deck #6. Please note that for the comfort and convenience of all our guests, Crystal Symphony endorses a "no disembarkation announcement policy".

Please consult the enclosed departure schedule for your particular disembarkation time and departure lounge. We ask that you meet at least fifteen minutes before the listed departure time; failure to do so may cause you to miss your transfer and subsequently all further travel plans may be affected.

\* Please make yourself comfortable in the Starlite Club and ship's staff will advise you when it is time for your group to disembark.

**Please note that when disembarking the Crystal Symphony at New York you will need to scan your key/identification card at the gangway prior to proceeding ashore. Therefore, please have your key/identification card readily available.**

## Forward Elevators

Please note that due to luggage handling, the forward elevators are not available for use on the evening of Tuesday, September 18, after 9:00pm. We apologize for the inconvenience.

## Photo Shop

The Photo Shop is open this morning from 8:00am to 9:00am for cash sales only.

## Crystal Flight Check-in Service

### *Time to check in for your flights*

If you have not already done so, remember to complete the check-in process for your return flights.

These 20 minutes will be added to your account; if you already purchased an internet account the 20 minutes will be added to your remaining balance.

Complimentary Internet access began at 7:00am, yesterday, September 18, and continues for the next 24 hours (1 day).

Please remember to bring your credit card & passport details.

***For additional information, please contact CU@Sea at ext. 3921.***



## Important Notices

In an effort to ensure a smooth and efficient debarkation for all our guests, we would like to remind you of the following:

- Crystal Symphony endorses a "No Disembarkation Announcement Policy".
- All guests are reminded that all disembarkation groups must meet in the Starlite Club at least 15 minutes prior to their listed departure time.
- If you intend to settle your account with cash, personal checks or Traveler's check, we kindly ask that you do so at the Front Desk one hour before your listed departure time.
- Please do not proceed to the gangway until your disembarkation group has been called from the Starlite Club.
- For your convenience and assistance on disembarkation morning, staff will be available at the Starlite Club entrance, in the terminal building, and at the airport. Also, porters will be available in the terminal building ashore and at the airport.
- Please be reminded to have your key card ready when you disembark as this card will need to be scanned at the gangway when leaving the ship.
- If you believe you have received the incorrect luggage tag color, we kindly ask you to contact the Concierge Desk on Crystal Deck 5. They will be more than happy to correct the situation and issue you new luggage tags. Please be so kind as to return your old tags to the Concierge.
- If you require further assistance regarding your disembarkation, please contact the Reception desk or the Concierge who will be more than happy to help you. Bon voyage.



## Wednesday's Dining Hours

### Breakfast

**Lido Café**, Lido Deck 11 Aft  
Early Bird Coffee (Port side)  
Continental Breakfast  
Breakfast Buffet

5:00am – 5:30am  
5:30am – 6:30am  
6:30am – 9:00am

**Crystal Dining Room**, Crystal Deck 5 Midship  
Breakfast (Open Seating)

7:00am – 9:00am

**Trident Grill**, Lido Deck 11 Midship  
Late-Risers Coffee with Danish Pastries

9:00am – 11:30am

## New York City, USA Arrival Information for Intransit Guests

Crystal Symphony is scheduled to dock at the Manhattan Cruise Terminal Pier 88, on 12<sup>th</sup> Avenue at 55<sup>th</sup> Street, New York City, USA, at 7:00am on Wednesday, September 19, 2012.

When going ashore, please remember to carry your **new Guest Identification Card** with you as you must show it to the officer at the gangway when leaving and re-boarding Crystal Symphony.

Crystal Cruises is pleased to provide a **complimentary shuttle service** from the pier, to the corner of 8<sup>th</sup> Avenue and 50<sup>th</sup> Street (a couple of blocks from Times Square), as follows:

### Shuttle Schedule:

**From the pier** at 10:00am, 11:00am, 12 Noon, 1:00pm, 2:00pm, 3:00pm and 4:00pm.

**From town** at 10:30am, 11:30am, 12:30pm, 1:30pm, 2:30pm, 3:30pm and 4:30pm.

Taxis are available outside the terminal building and the cost to the 5<sup>th</sup> Avenue is approximately \$10–\$12 one way.

**Crystal Symphony remains docked in New York City, USA, overnight.**

## Time to Bid *Adieu*

*Back Home* can conjure up all sorts of comfortable places and experiences in our mind's eye. As this wonderful cruise comes to an end, we must admit there is a feeling of wanting to be back to the familiar things of our homes, families and friends. But then, tucked away in our imaginations, is the idea that just maybe the cruise won't end; maybe we'd like it to go on just a bit longer. After all, we've met such beautiful people, and we've had such a good time...

Everyone on board has had that warm satisfaction of meeting new friends, sharing the cruise and establishing a camaraderie that has made this trip the best. I know we will all meet again on board our special ship.

A sage once said that "home is where the heart is," and the heart never lies. Though you are leaving, please know that your friends at Crystal Cruises are always ready to welcome you *back home* aboard the beautiful Crystal Symphony. *Bon voyage*; have a safe trip home.

– Captain Ralf Zander

## Declarations on Government Forms

Crystal Cruises reminds you that it is very important that you fill out customs and immigration and all other government required forms accurately, and take particular care in recording personal property you may be required to declare. If you do not, you run the risk of government fines and other sanctions. You also run the risk, should you experience loss of or damage to your personal property, of having what might otherwise be legitimate claims denied if you have not properly stated the identity and value of your property on forms which request such information. Crystal Cruises is not responsible for your failure to properly and accurately fill out official and other forms, and cannot be expected to reimburse you for any damages you may suffer as a result of such failure.



## Disembarkation information for New York, September 19, 2012

### Your Baggage

Please find enclosed your luggage tags in the sleeve of this disembarkation folder.

All guests disembarking in New York are kindly requested to place their luggage, tagged with the appropriate color and number-coded luggage tags outside their stateroom anytime after dinner but no later than **12 Midnight, Tuesday, September 18, 2012**. In addition we kindly ask all guests to also place the appropriate color and number-coded luggage tags on their hand carry luggage. Please be advised that if you have completed your packing by 8:00pm, and would like to have some of your bags out of your stateroom early, you are more than welcome to put them outside your stateroom door at this time. **Please lock your luggage before placing it outside your stateroom. You may need to unlock it for airport security, but we suggest you re-lock it after these procedures.**

**All guests are advised not to leave any luggage containing high value items, Passport/Driver's License and/or checks/credit cards, laptops, cameras, iPods or any other items of value, including, but not limited to jewelry, laptops, cameras, iPods and medicine with any individuals at hotels, on buses/vehicles or left unattended under any circumstances. It is unsafe to do so and Crystal Cruises cannot accept responsibility for any such valuables, passports, driver's license, checks, credit cards or medicine left in bags that are left unattended. This includes, but is not limited to, leaving items on tour or transfer buses, with hotel bellmen or front office staff, at hospitality desks in hotels, or unattended hotel lobbies, holding locations, pier terminals or any other locations.** Luggage containing any valuables should be in the possession of the owners at all times, without exception. **Guests should not leave any such items with any individual who is not known to the guest, regardless of any assurances given to guests that it is safe to do so. Please note that Crystal Cruises cannot be responsible for any loss or theft resulting from guests leaving luggage containing valuables unattended.**

Kindly note that if you need additional ship's color-coded luggage tags, please contact the Front Desk.

### Disembarkation Briefing

All guests are urged to watch the televised disembarkation presentation for important information regarding disembarkation procedures in New York. The disembarkation talk will be shown throughout the day and evening on your stateroom television. Please consult the television schedule for times and channels.

### Settlement of Accounts

Crystal Symphony accepts the following credit cards: Visa, American Express, Diners Club, JCB, Master Card and Discover Card as well as traveler's checks, personal checks or cash for settlement of your shipboard accounts. Settlement of shipboard accounts will take place at the Reception Desk for those guests who have not yet left credit card information during the cruise. If you do choose to settle your account with cash, personal checks, or travelers checks we recommend that you do so one hour prior to your listed departure time from the ship. Please see the enclosed departure schedule for listed departure times.

We strongly encourage all our guests to take advantage of our Express-Check Out System. Simply leave your credit card information at the Reception Desk by **12 Midnight, Tuesday, September 18, 2012**, if you have not already done so.

A complete itemized statement will then be delivered to your stateroom on debarkation morning, stating your credit card number and showing a zero-balance. Your final balance will be automatically billed through your credit card company.

### Customs formalities

All guests will clear U.S. Customs and immigrations in the terminal building ashore after disembarking Crystal Symphony. Please have your custom form and passport handy (for non-US / non-Canadian guests you should also have either your I-94 / copy of your ESTA authorization or ARC card as applicable).

### U.S. Customs Allowances

The personal duty free exemption for U.S. residents is now \$800 per person. U.S. residents must declare the total value of ALL articles acquired abroad (whether new or used, whether dutiable or not, and whether obtained by purchase, as a gift, or otherwise), including purchases – made in Duty Free stores abroad, or in our on-board shops – which are in their possession at the time of arrival. U.S. Customs officials can and do search luggage for items purchased abroad. To be safe declare every purchase made abroad or on board Crystal Symphony. Both U.S. residents and non-residents are usually required to pay a flat 3% rate of duty on the first US\$1,000 above their exemptions. (Please note that the rate of duty has been decreased from 4% to 3% as of January 1, 2002). Please also make sure to read the back of your Customs form before filling it out. Regardless of the amount of your purchases, it is expedient to declare ALL items purchased.

Please note that Crystal Symphony has to provide U.S. Customs with a list of all guests who made purchases of over \$800 in the ships gift shops, any applicable duty will be collected as you pass through customs in the terminal ashore.

**Please note: No food, fruit or plants may be taken ashore in New York due to local Quarantine and Agriculture regulations.**

## Disembarkation Procedures in New York

Crystal Symphony is scheduled to dock in New York's Manhattan Cruise Terminal Pier#88 at 8:00am on Wednesday, September 19, 2012.

**Please note that we will not be allowed to begin disembarkation procedures on Wednesday, September 19, until we have the go ahead from U.S. Immigration and Customs officials and all luggage has been placed in the terminal ashore. We anticipate for disembarkation to commence at 8:45am.**

ALL guests are assigned to a disembarkation group, which is identified by a particular color / number coded luggage tag. Each color / number coded group will meet in the Starlite Club located on Tiffany Deck #6. Please note that for the comfort and convenience of all our guests, Crystal Symphony endorses a *"no disembarkation announcement policy"*.

Please consult the enclosed departure schedule for your particular disembarkation time and departure lounge. We ask that you meet at least fifteen minutes before the listed departure time; failure to do so may cause you to miss your transfer and subsequently all further travel plans may be affected.

\* Please make yourself comfortable in the Starlite Club and ship's staff will advise you when it is time for your group to disembark.

**Please note that when disembarking the Crystal Symphony at New York you will need to scan your key/identification card at the gangway prior to proceeding ashore. Therefore, please have your key/identification card readily available.**

## Post-Cruise Program Hotel – The InterContinental Hotel Times Square, New York

### Hospitality Desk

Please note that at the Post-Cruise-Program Hotel, The InterContinental Hotel Times Square, New York, there will be a Crystal Cruises Hospitality Desk hosted by our local ground-handling agent. All post-cruise arrangements will be handled by the staff at this desk. They will keep you informed of daily events and all onward travel plans. Please feel free to stop by for further information or just to chat. They will be more than happy to help. Enjoy your Crystal Cruises Post-Cruise experience in New York!

## Guests participating in Crystal Cruises' Post-Cruise Hotel Program at the InterContinental hotel Times Square, New York with a direct transfer to the Hotel:

Flight #	Luggage Tag	Disembarkation Time from Starlite Club	Claim Your Luggage	Arrangements After Leaving the Ship
	RED 1	9:35am	*See Below	Direct Transfer – InterContinental

\* You will claim your luggage in the terminal building and clear U.S. Customs and Immigrations (Please have your custom form and passport handy (for non-US / non-Canadian guests you should also have either your I-94 / copy of your ESTA authorization or ARC card as applicable) after which you will board your waiting motor coach for a direct transfer to your hotel. Your luggage will accompany you on the motor coach to the hotel. Crystal Cruises staff and porters will be available to assist you in the terminal building and at the hotel. Please note that hotel rooms will not be available for check-in before 3:00pm.

## Guests with independent travel arrangements (PURPLE LUGGAGE TAGS):

Guests who have made travel arrangements independently from Crystal Cruises will receive PURPLE luggage tags. On Wednesday, September 19, 2012 you may disembark from the ship at your leisure anytime between 8:45 am and 9:45 am. All guests will clear U.S. Customs and immigrations in the terminal building ashore after disembarking Crystal Symphony. Please have your custom form and passport handy (for non-US / non-Canadian guests you should also have either your I-94 / copy of your ESTA authorization or ARC card as applicable). Taxis will be available at the pier, but the taxi rank area may become congested and your patience and understanding is appreciated. Crystal Cruises staff and porters will be readily available on the pier to assist you.

## Guests with Travel Arrangements booked through the Concierge:

Your disembarkation details will be provided by the Concierge. You will be provided with BROWN 5 Luggage tags.



## Important Notices

In an effort to ensure a smooth and efficient debarkation for all our guests, we would like to remind you of the following:

1. Crystal Symphony endorses a "No Disembarkation Announcement Policy".
2. All guests are reminded that all disembarkation groups must meet in the Starlite Club at least 15 minutes prior to their listed departure time.
3. If you intend to settle your account with cash, personal checks or Traveler's check, we kindly ask that you do so at the Front Desk one hour before your listed departure time.
4. Please do not proceed to the gangway until your disembarkation group has been called from the Starlite Club.
5. For your convenience and assistance on disembarkation morning, staff will be available at the Starlite Club entrance, in the terminal building, and at the airport. Also, porters will be available in the terminal building ashore and at the airport.
6. Please be reminded to have your key card ready when you disembark as this card will need to be scanned at the gangway when leaving the ship.
7. If you believe you have received the incorrect luggage tag color, we kindly ask you to contact the Concierge Desk on Crystal Deck 5. They will be more than happy to correct the situation and issue you new luggage tags. Please be so kind as to return your old tags to the Concierge.
8. If you require further assistance regarding your disembarkation, please contact the Reception desk or the Concierge who will be more than happy to help you. Bon voyage.

## Luggage Inspection

Please be advised that for your safety and security, all luggage is subject to X-ray Security and Customs check prior to its off-loading in New York. If an inspection of your luggage is required, we will ask you to come to the luggage handling area and unlock your bags for examination. We appreciate your cooperation should you be asked to open your luggage for inspection prior to disembarkation.

## New Security Regulations at US Airports

Effective January 1, 2003 new extra stringent security measures are in effect at all airports in the USA as announced by the Department of Homeland Security. All checked luggage is now being x-rayed at the airport. We recommend you lock your luggage before placing your luggage outside your stateroom. Once your luggage is back in your possession at the airport, you will have to unlock it and remain with it until it is x-rayed. All guests must be in possession of an airline boarding pass before entering the x-ray security line. Please note that the process is time consuming so allow you extra time at the airport prior to your flight departure time.

\*Please do not pack any film in your checked luggage as the x-ray machines may damage.

## Tentative Breakfast Times for Wednesday, September 19, 2012:

### Lido Café, Lido Deck 11 Aft

Early Bird Coffee (Port side)	5:00am – 5:30am
Continental Breakfast	5:30am – 6:30am
Breakfast Buffet	6:30am – 9:00am

### Crystal Dining Room, Crystal Deck 5 Midship

Breakfast (Open Seating)	7:00am – 9:00am
--------------------------	-----------------

### Trident Grill, Lido Deck 11 Midship

Late-Risers Coffee with Danish Pastries	9:00am – 11:30am
---	------------------