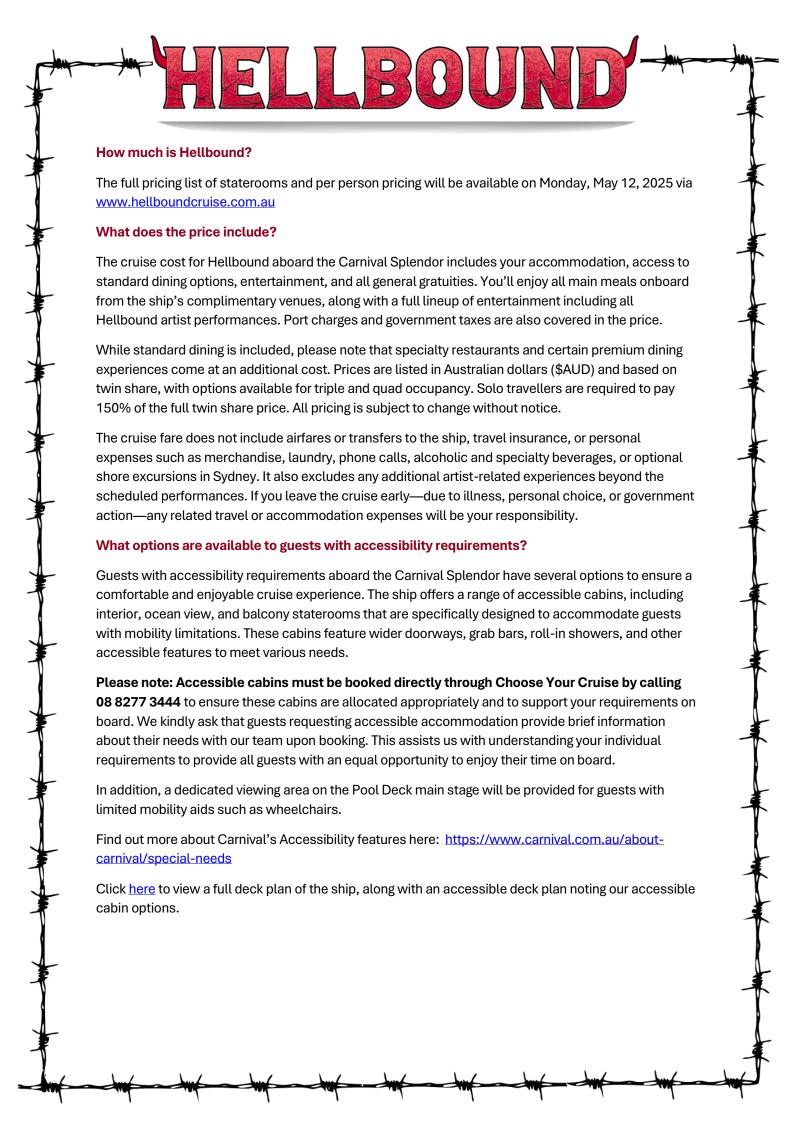


For guests flying to Sydney for this cruise: we recommend booking flights the night before on Wednesday, 21st of October 2026 into Sydney to avoid any possible delays or flight cancellations. Check in will operate for three hours, and commence from approximately 11am, closing 30 minutes prior to departure, with no guests allowed on board after this time. If you need to fly in the day of the cruise, we strongly recommend the earliest flight available to avoid missing the ship in the event of unexpected delays.

Flights home on Sunday, 25th October are recommended any time from 11am. While the ship will arrive back to Sydney at 6:30am, port authorities will need to clear the ship before guests can disembark and this is a staggered process. It is expected that all guests will be off Carnival Splendor by 9:30am, so please take this into consideration when booking your flights home as you may not make it to the airport for earlier flights in the event of any delays getting off the ship or getting to Sydney airport.

Where can I follow Hellbound online for updates?

You can follow Hellbound on <u>Facebook</u>, <u>Instagram</u>, <u>Tiktok</u> & <u>Threads</u>. <u>Click Here</u> for the official Facebook event for Hellbound 2026.



Ticketing How do I book a cabin on Hellbound? Cabins are booked directly through our website on release day. Just choose your preferred cabin type, enter guest information, and select your payment plan. Once your payment is processed, you'll get a confirmation email with your cabin allocation, noting any specific medical and dietary requests. Can I reserve now and pay later? Yes! We offer flexible payment plans that let you pay a deposit upfront and spread the remaining balance across monthly or quarterly payments. Payments made with a credit or debit card are processed via STRIPE and automatically debited on the due date on your payment schedule. No need to remind yourself each month to make the payments! Please note, for guests wishing to pay in full using our EFT/Bank Transfer option, if payment is not received within 5 days, your booking will be automatically cancelled as we do not hold cabins – we only facilitate confirmed bookings due to the unique nature of our products. Is my booking confirmed right away? Yes, as soon as your payment is successfully processed, your booking is confirmed. You'll receive a confirmation email with all your reservation details. If it doesn't arrive within 24 hours, be sure to check your spam/junk folders and. Our support team is here to help should you require further assistance. What information do I need to book? You'll need to provide the full legal name, date of birth, and contact information for each guest, along with any medical or dietary requirements. If you don't have all the info right away, you can update it after booking. Can I change a guest's name later if someone can't make it? Definitely. We offer complimentary name changes, so if a guest can't attend, you can transfer their spot to someone else without any added fees. Do I get a physical ticket? No physical tickets are issued. Everything is digital. Your boarding documents and cruise info will be emailed to you before the cruise, so be sure to use a suitable email address for booking.

Once you have completed your online check in, you will receive a boarding pass and luggage tags, we strongly recommend printing these off before you get on board to avoid delays on departure day.

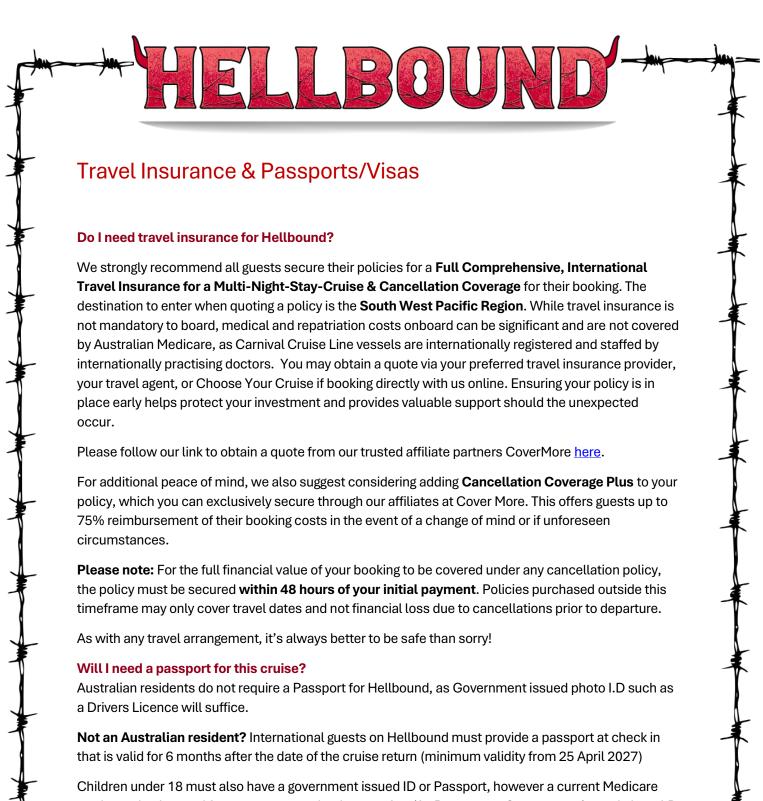
What payment methods are accepted?

We accept all major credit and debit cards. Please note, all payments made via credit or debit will incur a 1.8% processing fee. If you wish to avoid these fees, we offer a pay in full option via EFT (Bank Transfer).

Is your payment system secure?

Yes. All transactions are processed through a secure, encrypted platform to protect your personal and financial information.

How many people can fit in a room? All standard rooms and suites (aside from single occupancy cabins) can sleep up to two guests however not all rooms can accommodate 3 or 4 guests. If you plan to book a cabin for yourself, then add 2 or more guests later, make sure you book a room that can accommodate more than two at the time of booking. How does the bedding configuration work? Guests booking one or two guests per cabin will have the choice of a king size bed, or two single beds (twin beds). When you have three or four guests in the same room, you will have the standard choice of 1x king or 2 x single beds for the first two guests, and depending on your cabin choice your fellow travellers will have these bedding configuration options depending on the symbol noted on your stateroom via the deck plan. Twin Bed and Single Sofa Bed (Maximum Capacity – 3) 2 Twin Beds (convert to King) and Single Sofa Bed (Maximum Capacity – 3) 2 Twin Beds (convert to King) and 1 Upper Pullman Bunk (Maximum Capacity - 3) 2 Twin Beds (convert to King) and 2 Upper Pullman Bunks (Maximum Capacity - 4) 2 Twin Beds (convert to King), Single Sofa Bed and 1 Upper Pullman Bunk Bed (Maximum Capacity – 4) 2 Twin Beds (convert to King) and Double Sofa Bed (Maximum Capacity - 4) 2 Twin Beds (convert to King), Single Sofa Bed with Convertible Bunk (Maximum Capacity – 4) Do you offer group booking options? Yes! If you're booking multiple cabins or coordinating a larger group, contact our team for assistance and we can help you find the right cabins for your travelling party. What if I can't attend after booking? All payments are non-refundable, but since we offer free name changes, you can transfer your reservation to someone else. For extra protection, we highly recommend travel insurance. Cancellations will be confirmed with an insurance letter to supply to your insurer to receive repatriation on your booking in the event of a full cabin cancellation. When will I receive my cruise documents and event schedule? Updates will be sent to you via email periodically between booking and sailing. Final documentation, will be emailed to you 6-8 weeks before departure.



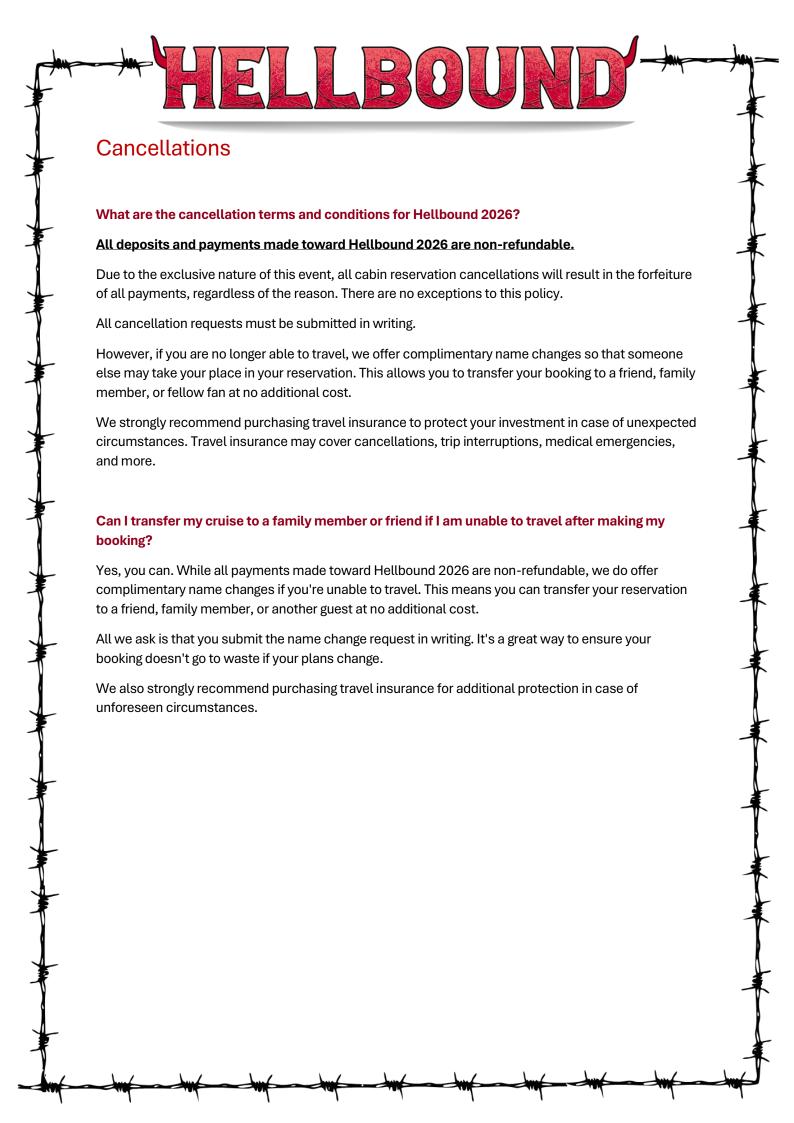
Children under 18 must also have a government issued ID or Passport, however a current Medicare card can also be used for passengers under the age of 18 if a Passport or Government issued photo I.D is not available.

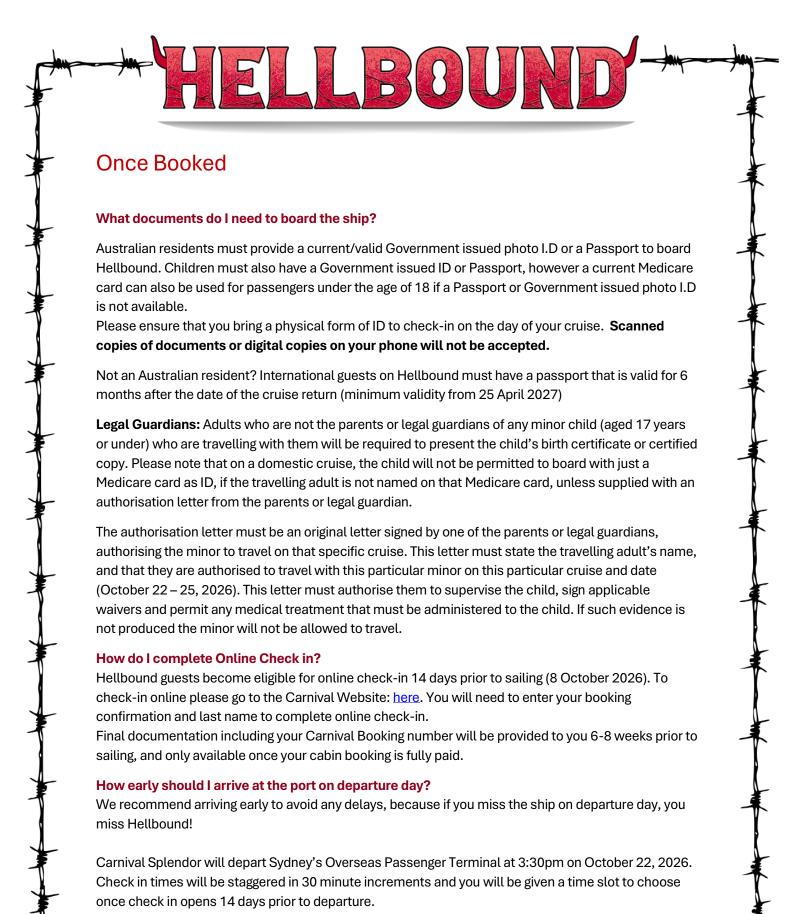
Please ensure that you bring a physical form of ID to check-in on the day of your cruise. **Scanned copies of documents or digital copies on your phone will not be accepted.**

International guests on Hellbound must have a passport that is valid for 6 months after the date of the cruise return (minimum validity from 25 April 2027)

Will I need a Visa for this cruise?

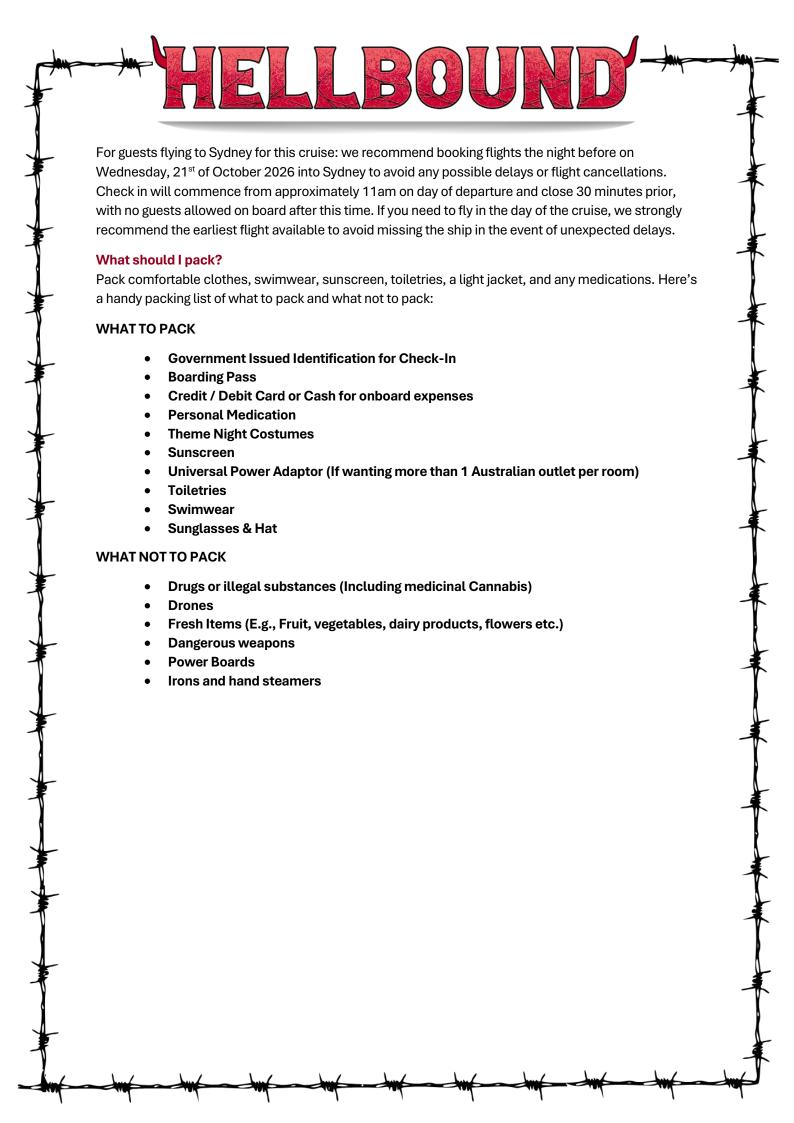
As we are not travelling with international ports, Australian residents do not require a visa for travel on Hellbound. If you are travelling from an international country to join, it would be best to check with your travel agent at time of booking just in case a visa is required for entry into Australia.





If you wish to drop your bags at the pier early, bag drop will be available from approximately 9am so you can grab some breakfast at a nearby café or enjoy what Sydney has on offer before your boarding

time is called.



Onboard Experience Do I need to reserve tickets for any shows? No, you do not. Artist Performances onboard Hellbound are General Admission and are included in your ticket fare. Additional events such as artist experiences will be available closer to sailing which will require a ticket to attend, however these events are add-ons to your experience, there is still plenty of entertainment around the ship throughout our dedicated venues for you to enjoy what is on offer, at your own pace. Is entertainment on board Hellbound free? All artist performances, onboard activities and entertainment is included in your ticket price. Please Note: Additional shipboard activities on Carnival Splendor will incur additional charges such as spa treatments and specialised fitness classes. You can refer to your daily FUN TIMES Newsletter or Carnival App for further information whilst onboard. Will there be an artist signing? Yes, opportunities to meet some of our incredible artists on board will be available to guests on Hellbound. What happens if an artist cannot attend? By paying your deposit, you are purchasing the cruise experience as a whole and not for specific individual performers. If in the event of a cancellation or change in the artist line-up, where suitable, a replacement artist will be arranged. What information can you give me on the ship? The Carnival Splendor is a large cruise ship operated by Carnival Cruise Line, currently homeported in Sydney, Australia. It boasts a gross tonnage of 113,300 and stretches approximately 290 meters in length, accommodating over 3,000 passengers with a crew of around 1,150. Designed to offer a wide range of amenities and activities, Carnival Splendor features numerous accommodation options, including interior cabins, ocean view rooms, and balcony staterooms. Some premium options include wrap-around balconies at the aft corners of the ship and extended balcony cabins at the stern, offering panoramic ocean views. The ship's dining scene is equally diverse, offering everything from buffet-style eateries to specialty dining such as steakhouses and international cuisine. Onboard facilities include the two-deck Cloud 9 Spa, which provides a variety of wellness treatments and a state-of-the-art fitness center. Entertainment options abound, with live shows, comedy performances, themed parties, and activities for all age groups. In 2024, the ship underwent significant upgrades. These included new dining options like the "Mad Sizzle" steakhouse and a refreshed Masala Tiger, an expanded gym, an upgraded Cloud 9 Spa, and a bold new red, white, and blue hull design. Technical improvements were also made in the engine room. The enhancements have been well-received, reinforcing the Carnival Splendor's reputation as a versatile and enjoyable cruise experience for travellers of all kinds.

Where can I view a deck plan of Carnival Splendor? You can view the deck plan on our booking page when picking your cabin, or you can visit the Carnival Australia website here to view a full deck plan of the ship, along with an accessible deck plan noting our accessible cabin options. Can I travel whilst pregnant? Pregnancy Policy: Any Guest who has entered, or who will at any time during the cruise enter, the 24th week of estimated gestational age in her pregnancy, agrees not to book a cruise or board the ship as outlined in clause 21 of Carnival's Cruise Ticket Contract. Accordingly, due to the limitations in medical care, pregnant guests who have entered their 24th week of pregnancy at any time during the time of the cruise will not be allowed to board or sail with the ship. Any pregnant guest who attempts to board the vessel who has entered her 24th week of pregnancy, or who will enter her 24th week of estimated fetal gestational age at any time during the cruise, risks denial of boarding and/or disembarkation without compensation or refund. Are Gratuities/Tips included in my cruise fare? Your onboard gratuities are included in your cruise cost - this covers tips for stateroom attendants and all dining room staff. Currency: Once onboard, all purchases will be made with your Sail & Sign card as Carnival ships are cashless. Pricing for purchases made on board is Australian Dollars (\$AUD). Is Wi-Fi available? Wi-Fi packages will be available to purchase on Hellbound. As we will be sailing off the coast for the duration of the cruise, you may find periodically that Australian phone services will be available, but if you require a stable internet connection, we recommend purchasing a package. Multi-device packages are available, and plans start at AUD\$17.00 per person, per day. What is the Alcohol policy onboard? The minimum age requirement is 18 to purchase and consume alcohol onboard Hellbound. When ordering drinks whilst on board Carnival Splendor, your Sail & Sign Card will be swiped, and costs will be automatically added on to your cabin account. All charges to your Sail & Sign account will need to be signed for. Guests over the age of 18 on Hellbound are permitted to bring personal wine with them at the

Guests over the age of 18 on Hellbound are permitted to bring personal wine with them at the beginning of the cruise (in Sydney). This is limited to one (1) bottle per adult traveling per stateroom. If you wish to bring wine with you onboard, please bring this with you in your hand luggage upon embarkation.

When consumed in any shipboard restaurant, bar or dining venue, each bottle shall be subject to a corkage fee of AUD\$25.00. This wine brought on board can be consumed free of charge in guest staterooms. No open liquor bottles will be permitted to be brought into the dining areas or public areas.

On embarkation day, a small quantity of non-alcoholic beverages (i.e., sparkling water, sodas, energy drinks, juice, and milk), packaged in cans or cartons, may be brought on board and must be in the guest's carry-on luggage. A small quantity is considered a maximum of 12 sealed, unopened cans/cartons of 375-ml each or less, per person.



If you need to bring specific food or drink on board for medical reasons, please contact your travel agent or Choose Your Cruise to ensure proper clearance is done at least 30 days prior to departure. To view Carnival's full Alcohol Policy, <u>click here</u>.

Will beverage packages be available to purchase on Hellbound?

Beverage packages are not available to purchase on this sailing, as Carnival only offer this to sailings of 7 days or more. However, plenty of drink specials including themed cocktail of the day will be available on Hellbound.

Do you have options available for people with special dietary requirements?

Carnival understand the diversity of passengers' food requirements, if you have any specific food requirements, such as lactose/gluten intolerance, veganism etc, you can note this when completing your booking online or tell your travel agent when booking. There are vegetarian and gluten free options on every menu.

Are there children's facilities available on board? Can kids come on this cruise?

Children over the age of 12 months at the time of sailing are welcome on-board Hellbound! However please note, our music festivals at sea tend to lean toward a more adult-focused demographic, so certain youth programs may be combined to accommodate a smaller number of children onboard compared to standard sailings.

Carnival's youth experience provides activities and entertainment for all children Ages 17 and younger. It is broken down into specific age groups as follows:

• Penguins: Ages 2-5

Stingrays: Ages 6-8

Sharks: Ages 9-11

• Circle "C": Ages 12-14

• Club O2: Ages 15-17

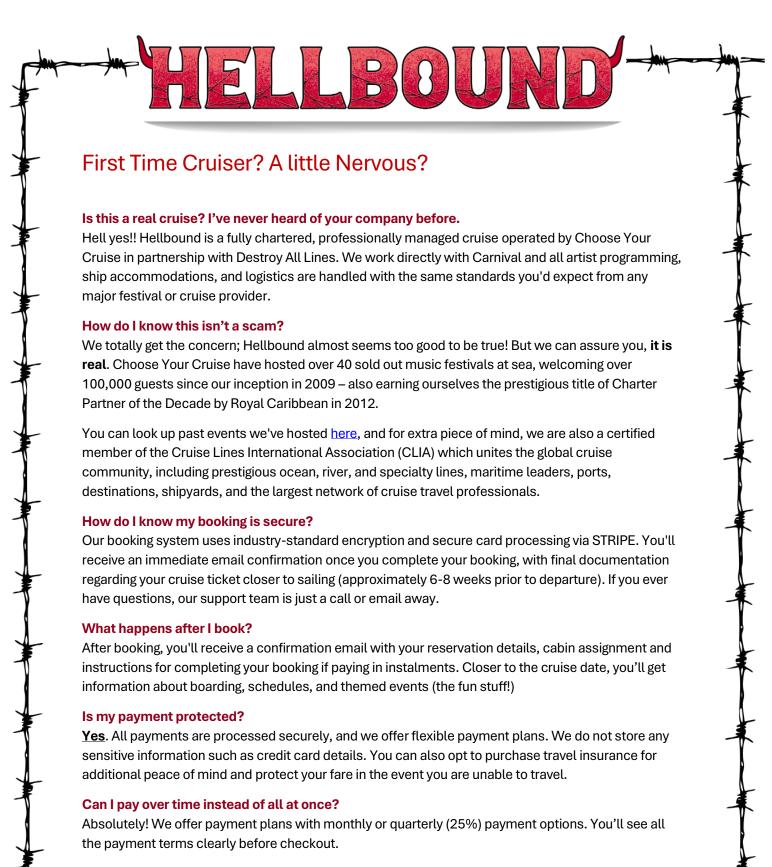
Carnival's Youth Programs provide daily fun filled and age-appropriate activities for children and teenagers between the ages of 2 to 17. In addition, there is supervised 'free play' and Night Owls services for those children 11 years and under.

Will there still be shore excursions?

As Hellbound does not stop at any ports of call outside of our home port of Sydney, shore excursions are not available. However, selected tours after disembarking the ship in Sydney for guests with a late departing flight on October 25th will be available to purchase via your pre-cruise planner or once on board. This is a great option for guests who may want to see a bit of Sydney and not have to worry about luggage storage on the day.

Are there themed parties on Hellbound?

Yes, themed parties are a major feature on our cruises! Guests often go all out with costumes, so be sure to get involved! Theme nights will be announced closer to sailing.



I've never been on a cruise—how does this work?

Think of it as a floating music festival with hotel accommodations, food, and travel built in! No need to worry about camping accommodations or Ubers to and from the venue each night. Once you're onboard, everything is handled—meals, activities and entertainment. We'll guide you step-by-step before the cruise with packing lists, tips, and what to know before you go guides.

