Immanuel Alaska Cruise Tour – Frequently Asked Questions (FAQ) – updated 3.11.26

Updates are noted with **

Can we travel with 3 people in a cabin?

Yes, some cabins on the ship allow triple occupancy. These cabins are limited and tend to sell out quickly, so we encourage you to book early if you need space for three guests in one room. Pricing for a third passenger is typically lower and will be provided when you inquire.

What cabin did I get booked?

We submitted your preferences in order they were listed. At this time Allied has communicated that for the most part, preferences were able to be met. There are a few exceptions that a second preference needed to be selected and there a few of you who registered later who will be (or have been) contacted by Allied staff to discuss your options due to current cabin availability. Cameo will be asking for a rooming/cabin list very soon with final details, but your occupancy/cabin style that was booked with Allied will be listed on your invoice. You can review that upon receipt of your invoice.

We have a passport card. Is that sufficient for this cruise?

A Passport Book is strongly recommended. While a passport card may work for U.S. re-entry on a roundtrip Alaska cruise, it is **NOT** valid for air travel. If an emergency requires you to fly into or from Canada, only a Passport Book will be accepted. For peace of mind and to meet cruise line recommendations, please travel with a Passport Book. Please get your passport application/renewal done asap and have your community send a scanned copy to Cameo at crogers@immanuel.com. We need this asap for the reservations.

How big is the ship?

Your cruise will sail aboard the Star Princess, Princess Cruises' newest next-generation ship and one of the most modern vessels sailing in Alaska. The Star Princess is a large, beautifully designed ship at 175,500 gross tons and 1,133 feet long, carrying approximately 4,300 passengers with a dedicated crew of about 1,600. It also features MedallionClass® technology, which provides faster boarding, easy onboard navigation, and a more seamless overall cruise experience.

How do we pay for our luggage?

Since our group is traveling on group airline tickets, luggage fees aren't included in the tour price. You'll simply pay Alaska Airlines for any checked bags **when you check in at the airport**. The agents or self-service kiosks make the process easy, and they'll let you know the current cost for your first or second checked bag. If you have any questions on the day of travel, we'll be there to help make sure everything goes smoothly.

Can I book a single handicapped/accessible cabin on Star Princess?

Yes – There are fully accessible cabins that may be available for single occupancy. Typical cost = 150–200% of double rate. Features: roll-in shower, grab bars, 31" wide doors, lowered fixtures, room for scooter.

Can I book a single handicapped/accessible room at the hotel?

Accessible rooms are limited and assigned based on hotel availability. Make this request known when you sign up and we will reach out to the hotel within 24 hours to confirm availability.

Are there motorized scooters available for ship excursions?

Yes, motorized scooters are available for rent and a great option for getting around on the Star Princess!

You'll arrange and pay for the rental yourself through a trusted partner like Scootaround (scootaround.com or 888-441-7575). Book about 4–6 weeks ahead with your ship details, sailing dates, ports, and cabin number—they'll deliver the scooter directly to the cruise terminal for pickup on embarkation day and handle drop-off at the end of the cruise.

Most Princess excursions can accommodate scooters (look for "Easy" or accessible options, like the White Pass rail), but if a port requires tendering (small boat transfer to shore), scooters are typically not allowed on the tender for safety reasons—access is limited and at the Captain's discretion. In those cases, you may need to stay onboard or use a manual wheelchair instead. Submit the Mobility Questionnaire 60 days out to share your scooter's specs and get tailored advice. Cost of a 7-day rental would likely start near $300 for the trip.

Can you please explain the meal situation on the ship and how the Princess Plus package gives additional options?

Every single breakfast, lunch, and dinner on your cruise is 100% included when you eat in the Main Dining Rooms, buffet, International Café, or poolside spots — you never pay extra for these.

Your **Princess Plus** package also gives you **four casual dining prix-fixe meals** (Alfredo's, O'Malley's, Kai Sushi, etc.). These four meals are **in addition to**, or can simply **replace**, any of your regular included meals whenever you want a change of pace. Once the four are used, you may buy as many more casual meals as you like for $14.99 each (+ gratuity) with no limit. Specialty restaurants remain separate at $60 pp.

Bottom line: All your normal daily meals are covered; the four casual meals are a free bonus you can use in place of a regular dinner (or lunch) for variety — nothing is ever mandatory to pay unless you choose extras.

What about final payments? Where and when are they due?

Final payment for the Immanuel Explorer Alaskan Cruise departing June 20 was due on **February 16, 2026**, as listed in your registration packet. Because February 16 is **Presidents' Day and there is no mail service**, checks that have already been mailed will likely be received on **February 17**, and that is perfectly fine. If you have not yet sent your payment, please don't worry—you **will not be canceled from the trip**. We understand mail delays and timing issues and are happy to be flexible. We simply ask that payment be sent as soon as possible and that you let us know once it has been mailed.

Travelers should have received their **final invoice via email from Allied Tour and Travel**, showing the remaining balance for their trip based on cabin and occupancy, with the deposit already applied. Occasionally, the invoice may be listed at a slightly later due date than what appears in the registration packet. Payments should be sent directly to **Allied Tour and Travel** (not the Immanuel Home Office) at:**720 E Norfolk Ave, Norfolk, NE 68701**. Travelers who prefer may also pay by credit card by calling Allied Tour and Travel; please note that credit card payments incur a **3.5% processing fee**.

Can we upgrade our flight?

Yes. Flight upgrades such as Premium Economy, Business Class, or First Class can be requested. Availability depends on the airline at the time of booking. Let us know your preference and we will provide pricing and arrange the upgrade. This process will begin in April.

What are the passport requirements for this trip?

Technically, Princess Cruises does not require a passport for this itinerary. However, Immanuel strongly recommends that all travelers have a valid passport for this trip. In the event of a medical emergency, a guest may need to be transported to Canada for treatment, and a passport would be required at that time. This recommendation is part of Immanuel's commitment to looking out for the health, safety, and well-being of the residents.

When using a passport, it must be valid for at least six months beyond your return date. Since we return home on June 29, 2026, **passports should be valid through December 29, 2026**. Please continue to turn in copies of your passport to staff so we can ensure all information is properly recorded and reservations are complete. If you are currently in the process of renewing your passport, that is perfectly fine—just be sure to notify staff so we can make note of it.

When can we book excursions?

Once **final payments have been received**, **Princess Cruises booking numbers will be issued**. As soon as those booking numbers are available, we will **contact all travelers with detailed instructions on how to set up and book shore excursions**. Excursions are optional and will be booked directly through Princess Cruises. If you have questions, need assistance, or would like help understanding your options, we are always happy to help—please don't hesitate to reach out with any questions or concerns.

What is the Princess Medallion everyone is talking about?

The **Princess Medallion** is a small, wearable device used by **Princess Cruises** that replaces the traditional cruise card. It serves as your **stateroom key**, allows you to **check in and board the ship**, and can be used for **onboard purchases and services**. The Medallion works together with the Princess Cruises app as part of the *OceanReady*® process, which helps streamline check-in and onboard experiences.

Setting up the Princess app and completing the OceanReady steps is encouraged but **not required**. Once final payments are complete and booking numbers are issued, **we will provide stepbystep instructions and assistance to help everyone get OceanReady**. For travelers who prefer not to use a smartphone or who need extra help, **Princess staff will also be available at checkin to assist and issue Medallions**. The Medallion functions just like the cruise cards used in the past, and no one should feel intimidated by the technology—support will be available every step of the way

**When will we get transportation information to and from the airport?

There will be transportation arranged, and the announcement will go out toward the end of April 2026. Don't worry, we won't leave anyone behind.

**Can we request that the cruise cabins be prepared with a single bed or two separate beds?

Yes, through the **Princess Cruises Medallion Class app** (often referred to as the Princess app or OceanReady section), you can request your preferred bed configuration for the cabin.

Princess staterooms typically feature convertible beds: two **twin beds** that can be pushed together to form a **queen-size bed** (with a mattress topper or pad over the join for a seamless feel). The app allows you to select between "Queen" (beds together) or "Twin" (two separate beds).