



SPIN & SAIL PLAYER FAQs

Q. How do I book my cruise?

A. Voucher holder must allow 14 business days for their information to be recorded with Carnival®. Once this has taken place holder will contact 1-888-294-6225 with their Property Player Number to finalize their booking and discuss any additional detail of the offer.

- If the Voucher is not used by the expiration date listed above, then such Voucher shall expire, and recipient shall have no ability or right to use the Voucher.

Q. What does my cruise include?

A. 7-Day Western Caribbean Cruise aboard the Carnival Jubilee from Galveston on November 1st, 2025.

- 1 Balcony cabin cruise fare for two, government taxes and fees, and required cruise fees and expenses on designated tournament sailing.
- One entry into the \$1M Wheel of Fortune Spin & Win Slot Tournament
- Complimentary drinks while playing in casino (Must be 21 or older to purchase and/or consume alcoholic beverages. Terms and conditions apply.)
- VIP treatment, special amenities, and other surprises.
- PLEASE NOTE: Guests are responsible for Service Gratuities of \$16 USD per person, per day.

Q. When and where can I sail?

A. If you are unable to sail on the designated tournament cruise, Carnival® will honor an alternate cruise offer up to 7 days, taken on or before February 28, 2026.

- This offer is based on availability, capacity controlled and subject to change at any time. Alternate cruise offer excludes holiday and specialty cruises. Alternate cruise offer includes 1 Balcony cruise fare for two.

• You will be responsible for payment of the non-refundable deposit applicable of \$100 USD per guest and government taxes and fees, and required cruise fees and expenses, applicable to the cruise of their choice, which are approximately: \$150 USD for 3- to 5-day Cruises or \$275 USD for 7-day Cruises. Deposits are converted to onboard credit upon sailing.

Q. Can I upgrade my cabin?

A. If you wish to upgrade your cabin, please request to do so at the time of booking. Note that you will incur a cost to upgrade, and that pricing and availability are at prevailing rates and based on ship and itinerary.

Q. What travel documentation is required to cruise?

A. Passports are required to travel internationally and on specific voyages. For additional details on required travel documents please visit <https://help.carnival.com/>.

Q. Can I give my voucher away?

A. No. The voucher is valid only for the individual identified on the front of the voucher and may not be sold or transferred to any other person.

Q. Do you accept cash in the casino?

A. Yes, we do. However, while you can insert cash into our machines, we operate a coin-less system. Therefore, your winnings and outstanding balances must be cashed out from your Player Bank at the Cashier's Cage. You may also access those funds to continue playing from slot machine to slot machine. Just don't forget to cash out the last night of the cruise, as the casino is not open on debarkation day. Table players can exchange cash for chips directly at the table or at the Casino Cashier's Desk.

Q. What types of games do you have on board?

A. It varies by ship, but we offer a variety of slots and table games on board in each casino.

Q. What are your table limits?

A. It varies by table, for additional information reach out to Casino Services at <https://oceanplayersclub.com/contact/general/>

Q. What are your minimum bets on the tables?

A. It varies by table, for additional information reach out to Casino Services at <https://oceanplayersclub.com/contact/general/>

Q. How old do you have to be to gamble on board?

A. 18

Q. Do you have live poker on board?

A. It varies by ship, for additional information reach out to Casino Services at <https://oceanplayersclub.com/contact/general/>

Q. Do you offer any tournaments on board?

A. In addition to the IGT Spin & Sail Slot Tournament on your sailing, we also offer slot, blackjack, and poker tournaments on nearly all itineraries. Tournament schedules vary from ship to ship. To participate or learn more about any of our tournaments, just stop by the casino and ask for one of our casino hosts. They'll be happy to help make the most of your casino experience during your cruise.

Q. Can I use my onboard account card to get funds in the casino?

A. Yes, there is no charge at the slot machine for using your onboard account card to access funds. For any transactions done at a table game, or the cashier's cage there is a small service fee of 3% each. A total of \$5,000 per day can be withdrawn on your card. Please consult the casino staff onboard for further details.

Q. Do you offer casino credit lines? If so, how can I establish one?

A. To apply for a line of casino credit, we ask that you complete an application at least two weeks prior to your sail date, for a minimum credit line of \$10,000. Please visit <https://oceanplayersclub.com/contact/apply-credit/> to complete our application. Please allow three (3) business days for a response from one of our Casino Services coordinators.

Q. If I win, do I have to pay taxes?

A. We are required by Federal Law to comply with all of the following:

1. File an IRS form W2-G for all US citizens and US permanent residents declaring: any single slot machine jackpot of \$1,200 or more, any single bingo win of \$1,200 or more, any single poker tournament win less buy-in greater than \$5,000, any table game payment at odds of 300 to 1 or more where the amount won is \$600 or more and less than \$5,000, other gaming/lottery wins of \$600 or more and less than \$5,000.

In order to assist us in the completion and accuracy of this form we will require certain information to be submitted prior to payment.

There is no tax withholding unless the winner fails to provide a valid social security number, in which case we must withhold at a backup rate specified by the IRS. All payouts subject to tax reporting are also subject to withholding at a rate specified by the IRS.

2. Withhold taxes on behalf of the IRS for all US citizens and US permanent residents for: any table game payment at odds of 300 to 1 or more where the amount won is greater than \$5,000, and other gaming/lottery wins where the amount won is greater than \$5,000.

Tax withholding will be applied at the Regular IRS Gambling Withholding Rate in each of the above situations. Additional information and requirement are listed on the Casino Rules and Regulation onboard the ship. Please speak with the casino host onboard for more details.

Q. Do you provide Win/Loss statements?

A. Yes, we do. Please visit <https://oceanplayersclub.com/contact/win-loss-report/> to request a Win/Loss statement. Please allow three (3) business days for a response from one of our Casino Services coordinators.

Q. What if I have more questions about the Casino or Carnival Players Club? Whom should I contact?

A. For further enquiries please e-mail Casino Services at <https://oceanplayersclub.com/contact/general/>. Please allow three (3) business days for a response.

***NOTE THAT THIS WEBPAGE DOES NOT ACCEPT RESERVATIONS.**

BON VOYAGE