



GAMBLING GUIDELINES

All equipment purchased and installed on cruise vessels will meet the regulatory standards of the Nevada Gaming Control Board or other licensed jurisdiction for payback and internal software.

RULES OF PLAY

Each line will provide a gaming guide setting forth the rules of play for their casino. These rules of play shall generally follow those established for casinos in Nevada, New Jersey, or England. These house rules will also be made available in every casino.

Each member line will post at every gaming table minimum and maximum betting limits for each game.

Only adults are allowed to play the slots or the tables.

INTERNAL CONTROLS

All shipboard gambling operations will be inspected by each member line's internal audit department on a regular basis, not to exceed 12 months.

All casinos will have detailed internal control procedures concerning the cash and coin counts, casino cage procedures and other processes, similar to licensed jurisdictions.

Each line will employ some form of surveillance to assure operations are fair and equitable for all parties.

Each line will separate the operation of the casino from the financial aspects of the casino as clearly as possible including specific duties for cashiers and table gaming staff.

CUSTOMER SERVICE

The onboard casino operations will be the overall responsibility of the Hotel Manager or Director, who is charged with ensuring the highest standard of conduct for casino staff.

In case of a gaming dispute, any passenger who feels he or she has an issue that cannot be resolved by the Casino Manager should bring it up to the Hotel Manager, and every effort will be made to resolve the problem. If the issue is not resolved on board the vessel, each ship will have at the casino cage a current list of contact information for their home office or casino operator where the passenger can pursue their dispute.

The cruise vessel will have onboard comment cards for the inclusion of any comment, concern, or means to improve the gambling system on board the vessel.

Gambling is strictly for the enjoyment of the passengers who choose to avail themselves of this form of entertainment.

WEBSITE

CLIA recommends to its member companies that these guidelines be posted on each company's website.