# Participant 1st Welcome Mailing , USA

Dear Participant,

Congratulations and a hearty welcome from A Cruise World, travel agent for Landmark Education's Vacation Course "Transforming Yesterday's Strategies II" onboard Celebrity's INFINITY. I look forward to sailing the tranquil waters of the Alaska Inside Passage with you July 3-10, 2005.

This packet contains information on your cruise and confirmation of your registration into this course. We look forward to working with you and making this vacation a most memorable one. We have enclosed the following items to support you fully in making the necessary travel arrangements:

- o Vacation Information Form
- o Return envelope to send your information form back to A Cruise World
- o Course flyer
- o Fact sheet and travel information on the INFINITY
- o Booklet entitled "Answers to Frequently Asked Questions About Cruising"
- o Celebrity Cruises brochure

Please complete the "Vacation Information Form" and send it to "A Cruise World" within 10 days of receiving this letter. We will send you additional forms if you wish to update your information later. Submitting this form supports us in fulfilling your travel expectations.

Your second payment of \$2,000 is due March 1, 2005 and your final payment will be due May 1, 2005. You should have received an invoice from Landmark Education in a separate mailing. If you wish to make your payment by phone, please contact the Wisdom Central Office at (888) 797-7449.

If you have any specific questions regarding your travel arrangements, please call A Cruise World at (800) 442-9278. If you have any questions regarding the course, please contact Marlyn Kline at (267) 246-7607 or Wisdom Central Office at (888) 797-7449.

Sincerely,

John Severson

John Severson



We are pleased that you have chosen to participate in Landmark Education's "Transforming Yesterday's Strategies II" vacation course held onboard Celebrity Cruises' INFINITY. The following information will be useful to you as you begin to plan for this event.

#### **CRUISE DATES**

Friday, July 3 – Friday July 10, 2005 (Vancouver to Vancouver)

### **GETTING TO VANCOUVER, BC**

Purchase your roundtrip air flights into Vancouver, British Columbia, Canada (YVR), allowing plenty of time to get from the Vancouver airport to the ship. Plan your flights to allow for unusual flight delays as well as the time needed to proceed through Canadian immigration and customs. We strongly recommend you have your flights arrive before 2:30 P.M. on July 3<sup>rd</sup> and depart after 11:30 A.M. on July 10<sup>th</sup>.

If you wish to have A Cruise World arrange your flights directly with the cruise line, provide the airport that is closest to your home on the "vacation information form" and fax this form to our office. We will respond to you with flight options within 48 hours of receiving your form.

#### TRANSPORTATION TO THE SHIP

- Participants purchasing the cruise line's air program (not included in the tuition) will receive transportation and baggage transfers between Vancouver airport and the Canada Place. Transfers are available only on the sailing days of July 3<sup>rd</sup> and July 10<sup>th</sup>.
- Participants not using the cruise line's air program may purchase transfers between Vancouver Airport and the pier for \$20 each way per person. Transfers must be purchased before May 15, 2005. When making your own air reservations, you should allow sufficient time to transfer between the airport and the ship. Have your flights arrive before 2:30 P.M. on July 3<sup>rd</sup> and have your flights depart after 11:30 A.M. on July 10<sup>th</sup>.
- All guests must check in by 4:30 P.M. Boarding begins at approximately 12:30 P.M. A map of Canada Place Cruise Terminal will be mailed with the final documents. It is the guest's responsibility to arrive on time.
- It is approximately 20 miles (30 kilometers) from Vancouver BC Airport to Canada Place.

# PLEASE COMPLETE THE "VACATION INFORMATION FORM" AND SEND IT VIA RETURN FAX TO A CRUISE WORLD AT (626) 449-2870 OR MAIL IT TO

A CRUISE WORLD 696 East Colorado Boulevard, Suite One Pasadena, CA 91101

#### **INFORMATION ABOUT THE INFINITY**

Infinity's maiden voyage took place February 2001. The Infinity was crafted by the prominent yacht designer Jon Bannenberg. The vessel has a powerful, lean and chiseled profile, and exhibits a new interpretation of Celebrity's signature stack design and hull striping. Celebrity's Millennium-class vessels were the industry's first

cruise ships to incorporate gas turbine propulsion, which reduces exhaust emissions by up to 90 percent and considerably curtails noise and vibration.

Some basic facts about the Infinity:

Tonnage: 91,000
Length: 964.6 feet
Beam: 105.6 feet
Draught: 26.3 feet
Cruising Speed: 24 knots

Guest Decks: 11Elevators: 10

• Electric Current: 110/220 AC

· Crew Size: 999

• Nationality of Officers: Greek

Nationality of Cruise Staff: European/American

#### SHIPBOARD AMENITIES

The price of your cruise ticket includes all of your meals and in-between snacks, your accommodations (stateroom), onboard daytime activities, nighttime parties and entertainment, plus, a relaxing voyage to some of the most exciting ports in Alaska.

- Staterooms or cabins have either two twin beds or one queen size bed (for couples) and are equipped
  with thermostat-controlled air conditioning, telephone with voice mail, shower, hairdryer, multifunction
  interactive television, mini-bar, and safe. A complete description of stateroom categories as well as the
  deck plan of the Infinity is enclosed in this mailing.
- Participants will be seated in "late dinner seating" at 8:30 P.M. As a rule, participants will sit according to the their Wisdom Course city along with their family and friends. Table sizes range from six to eight.
- The Infinity features AquaSpa the largest and most luxurious spa afloat. This spa offers free weights, exercise bikes, rowing ergometers, climbers, treadmills, weight benches, weight machines, virtual reality bikes, and aerobics area. For more details on this spa, visit www.celebrity.com.
- Family Cruising Program (childcare) is available on the ship for children ages 3-17. Group and private
  babysitting services are also available on a limited basis (mostly in the evening) and arrangements can be
  made onboard through Cabin Service. Landmark Education cannot guarantee that childcare services will
  be available. For more information, contact Celebrity Cruises Family Program Department at (305) 9822253.

The average daytime July temperature in Alaska is 60F. Expect cool days, brisk nights. For a detailed weather breakdown, year-to-year comparisons or sunrise/sunset averages, you may call the Weather Bureau at (900) 451-4555 (toll charges will apply) or check on the web at www.weather.com.

#### **DRESS CODE**

Day wear includes slacks/pants or shorts, blouses or shirts, knit tops or polo shirts. Bring a pair of sneakers or rubber-soled shoes for deck sports and a swimsuit cover-up for cool areas on the ship. Be sure to bring a swimsuit and plenty of sun block. For evening wear, plan for two formal nights, two informal nights and three casual nights.

<u>Evenings</u>	Attire for Men	Attire for Women
Casual	Sport shirts and slacks	Pantsuit, skirt and blouse or casual dress
Informal	Jacket, shirt and tie	Suit or dress
Formal	Tuxedo or suit and tie	Evening gown or cocktail dress

#### **COURSE SESSIONS SCHEDULE**

In our next mailing, you will receive a complete course schedule for each day of the cruise. Expect on average about three to four hours of course session each day. Though every effort will be made to keep course sessions outside of scheduled port times, some overlap may be unavoidable. In any event, the overlap in course times with port times will be kept to a minimum. Each night, we will eat dinner together in the dining room at 8:30 P.M. (late dinner seating). Immediately after dinner, you have the option of participating in to the nightly Evening Sharing sessions or shipboard activities.

#### **SHORE EXCURSION**

Participants can find a complete listing of Alaska shore excursions by visiting Celebrity's web site at <a href="http://shorex.celebrity.com">http://shorex.celebrity.com</a>. In our next mailing, we will enclose a print out of these excursions along with your reservation ID number. To purchase your shore excursions using a credit card in advance, visit the Celebrity web site once again and enter your reservation ID number along with the sailing date and ship. Celebrity Cruises web site is a secure site and should pose no concern for credit card security. Once onboard, you will find your excursion purchases delivered to your stateroom.

#### **DOCUMENTATION**

You must bring proof of citizenship with you on the cruise. For U.S. and Canadian citizens, have either a valid passport or a certified copy of your birth certificate, with an official photo identification, such as a valid driver's license.

**United States** and **Canadian citizens** must provide proof of citizenship in the form of a valid passport, original birth certificate, state-issued certified copy of a birth certificate, U.S. Military ID, or original naturalization papers.

Resident Aliens of the United States need to have their Alien Resident card AND passport (valid or expired), and Resident Aliens of Canada must have either their Permanent Resident card or a valid temporary resident visa and passport to be able to board the ship.

**Non-U.S.** (and non-Canadian) citizens embarking and/or entering the U.S. must be in the possession of a valid passport and a multiple entry B-2 (visitor) visa or a visa waiver. It is the traveler's responsibility to verify individual documentary and visa requirements with the United States and Canadian immigration offices prior to sailing. There can be no refund of a cruise fare if a guest is prevented from boarding or denied entry into another country. For updates, we strongly suggest you visit the official US Custom & Border Patrol website <a href="https://www.cbp.gov">www.cbp.gov</a> and the Canadian Immigration website at <a href="https://www.cic.gc.ca">www.cic.gc.ca</a> now.

#### **A CRUISE WORLD**

You can expect prompt, courteous service from A Cruise World. We promise to acknowledge your communication -- mail, email, fax, or telephone message within 48 hours. The following are some of the services A Cruise World can provide for you on your cruise.

#### **Customized Air Arrangements**

Not everyone has the same needs. A Cruise World can handle your special requests including: booking guests wishing to travel together; booking premium class air seats on your preferred schedule and/or airline; extended stays or early/late flight schedules before or after your cruise vacation.

### **Pre Cruise and Post Cruise Night Packages**

You can extend your vacation with various packages offered through Celebrity Cruises or stay at a hotel near the downtown Vancouver area. Please make your request on the "vacation information form" right below the section that asks for your departing airport information.

#### **Onboard Celebrations**

We have a variety of Bon Voyage gifts you can order to celebrate that "special occasion" during your cruise. Gifts range from beautiful flower arrangements to decorative packages filled with imported chocolate and other goodies. Please call our office at (626) 449-2811 for details and pricing.

Should you have any additional questions regarding the cruise or any other details of the vacation course, please contact me at your earliest opportunity. My telephone number and email addresses are listed below.

Sincerely,



John Severson A CRUISE WORLD 696 East Colorado Boulevard, Suite One Pasadena, CA 91101

Phone: (626) 449-2811 Fax: (626) 449-2870 John@acruiseworld.com

# Cruising Questions and Answers

Alaska Cruise on Celebrity

#### Q: Do I need insurance?

**A:** A Cruise World strongly recommends that all passengers be covered by travel insurance or cancellation protection. If your current coverage is not adequate we can provide you with the insurance you need to ensure your peace of mind. Be sure to fill out the insurance section on your "Vacation Information Form" or by calling us at (626) 449-2811.

# Q: Will I get seasick?

**A:** All modern ships are equipped with stabilizers to minimize side-to-side rolling. In most cases you will feel no motion at all. However if you tend to be affected by motion sickness, it is recommended that you bring medication along with you. Otherwise, medication is available through the doctor onboard.

#### Q: If I cancel my cruise will I receive a refund?

A: The refund policies vary from cruise line to cruise line. Because of the complex nature of booking meetings onboard ships, special terms and non-refundable conditions exist for all of the vacation course programs. A \$500 non-refundable deposit will be assessed for all cancellations. Additional cancellation charges may apply depending on when you cancel and withdraw from the cruise. Travel insurance is strongly recommended.

## Q: What can I do in port?

A: So much you'll have a hard time choosing! You can explore on your own or take a guided tour (often referred to as shore excursions). Search ancient ruins or hunt for shopping bargains. Follow the footsteps of history or the wake of a water skiing boat or water rafting through beautiful glacier. You can also discover the wildlife in Alaska or do sport fishing. In short, cruising is the perfect way to sample a number of new destinations and try all the things you've ever dreamed of doing, while never having to pack and unpack!

#### Q: How do I book shore excursions?

A: To book your Alaska shore excursions, all you have to do is to visit Celebrity Cruises website at: <a href="http://shorex.celebrity.com">http://shorex.celebrity.com</a> You may browse over the excursions for each port by choosing your destination – Alaska. Once you have made your final payment, A Cruise World will send you by mail your booking number. Visit the web site and enter your booking number to purchase your shore excursions. If you have questions about this process, please call us at (626) 449-2811.

# Q: How can I register friends and family who have not done the Wisdom Unlimited Course?

**A:** Landmark Education has special prices for those who have not yet completed Wisdom and are not participating in the course. Your friends will sit with you and other course participants during dinner and are welcome to attend the

"Evening Sharing" events. Your friends and family members can register with a registration card at any Wisdom event or by calling the Wisdom Central office at (888) 797-7449.

#### Q: Can I extend my cruise vacation?

**A:** Celebrity Cruises feature special pre- or post-cruise hotel packages that allow you to extend your vacation in either your port of embarkation or debarkation.

# Q: What is the food like and what if I have special dietary needs?

A: Everything you've heard about cruise ship dining is true. You'll find a varied selection of entrees (appetizers, salads, soups, vegetables, and desserts, too) every time you sit down. And there's virtually no limit on what or how much you can order. But, just because your cruise ship offers plenty of delicious food, doesn't mean you'll come home out of shape. You can choose low-cal, spa, vegetarian or fitness menu selections that are just as tempting as the regular menu. Best of all, the one thing you'll never see on a cruise ship menu is a price. Because all your meals are included! Most ships can accommodate salt-free, low-carbohydrate, Kosher, or other diet preferences. However, this request must be made in advance, so be sure to advise A Cruise World of this information via the Vacation Information Form.

#### Q: Can I order room service?

**A:** Yes, room service is offered 24 hours a day at no extra charge. During dinner hours, you may order from the formal dining room menu.

#### Q: Can I use my hair dryer or shaver on the ship?

**A:** Most ships have 110-volt outlets in the staterooms. This ship even features hair-dryers in your cabin.

#### Q: Can singles have fun on a cruise?

**A:** Cruising is ideal for people traveling alone, because it's so easy to meet other people. In fact, most ships have parties just for singles early on, so you can get to know people right away. Many ships even offer gentlemen hosts who can be dance partners, dinner companions or a fourth at cards.

#### Q: Can we celebrate a special occasion?

**A:** Absolutely! Celebrity will even treat you to a complimentary cake and a chorus of "Happy Whatever" to honor the occasion. Your birthday or anniversary can be more festive with champagne, flowers, or canapés. Some of these items may have a charge. You can even arrange for a special private party. All you have to do is advise A Cruise World at least two weeks in advance.

# Q: How do I pay for any onboard items that are not included?

A: Generally, upon pre-boarding or boarding you must provide a credit card for an onboard account. You will be provided with a card from the cruise ship that enables you to charge services onboard. Whether you want to buy a drink, shop in on board boutiques, or take an extra excursion you don't have to use cash or travelers checks. This only applies to purchases made on your cruise ship and not in any port of call. Before disembarkation you will be given the opportunity to settle your account. You may use credit cards, cash or travelers checks to take care of any charges.

#### Q: Is there a charge for entertainment?

**A:** Never. On a cruise vacation, the entertainment is on the house. There's no cover, minimum, or charge for an admission ticket. The shows are live, films first-rate and all included in your cruise fare.

#### Q: What about passengers with special needs?

A: Cruise lines work hard to accommodate and assist passengers that have special needs. To receive appropriate assistance, you must make sure you inform A Cruise World in writing by completing the Vacation Information Form. Please list all your special medical or physical need or other relevant information such as wheelchair characteristics. Passengers with special needs should be self-sufficient and we recommend that they travel with a companion to provide required assistance. Tendering may preclude passengers with wheelchairs from going ashore to certain ports of call.

In addition, please note: All passengers must insure that they are medically and physically fit for travel and that such travel will not endanger themselves or others. Any condition requiring medical attention must be reported to A Cruise World in writing. Passengers dependent on oxygen or requiring oxygen therapy must meet certain requirements before boarding the vessel. Passengers who are entering their third trimester of pregnancy by the beginning of their cruise will not be accepted. Professional medical services are available. At least one qualified physician and two registered nurses are normally in attendance on your cruise ship.

#### Q: Will I get bored? Feel confined?

A: Hardly! Being at sea gives you a feeling of total freedom that no land-based resort can offer. There's plenty of room. And it will probably take you two or three days just to discover everything that's on board. Plus, you get the added adventure of exploring many exciting ports of call. Cruise ships are like floating resorts with all the choices fine resorts have to offer. You can lie back in a lounge chair, breathe in the sea air, soak up the sun, read good books, or watch the ever-changing

seascape. If you're more active, join in exercise or dance classes, and sports contests. Practice your tennis stroke or golf swing, or take in some fresh air on the jogging deck. Swim, stretch out in the sauna or work out in the gym. You can also see a feature film, attend an enrichment lecture by renowned experts, play backgammon or bridge. And that's just when you're on board!

#### Q: What if someone wants to contact me on the ship?

**A:** Cruise lines usually have a phone number that can be used to contact you while the ship is at sea. You can also ask the AT&T High Seas operator to connect a call to your cabin on the ship by calling (800) SEA-CALL.

### Q: What about tipping?

**A**. So that you can thank those who have made your cruise vacation better than you could have imagined, we've developed these gratuity guidelines:

Suite attendant: \$5.75 USD a day per guest
Stateroom attendant: \$3.50 USD a day per guest
Dining Room Waiter: \$3.50 USD a day per guest
Assistant Waiter: \$2.00 USD a day per guest
Headwaiter: \$.75 USD a day per guest

Note: These gratuities also apply to infants and children of all ages. Gratuities for other service personnel are at your discretion. A 15% gratuity will automatically be added to your bar bill or wine check when you are served.

Envelopes for gratuities will be provided in your stateroom on the last night of the cruise. Gratuities may be paid in the following ways:

Added to your onboard account.

Paid in cash at the end of the cruise

### Q: Are there non-smoking areas?

A: For the comfort of all the guests, designated smoking and nonsmoking areas are available throughout the vessel. Cigar and pipe smoking is only permitted on the ships outer decks and in designated cigar smoking clubs. All showrooms are nonsmoking during performances. All dinning areas are nonsmoking. Smoking is not permitted on cruise-tours motor-coaches or train-cars except on the outdoor viewing platform.

# Transforming Yesterday's Strategies II

July 3, 2005-July 10, 2005 Vacation Information Form

Please fill out this form complet	ely. One form per	<u> </u>	int Information	
SALUTATION:			NAME YOU LIKE TO BE CALLED:	
FIDOTALANE			LAST NAME:	
ADDRESS 1:				
ADDRESS 2:				
CITY:			ST./PROV.:	
POSTAL CODE:			COUNTRY:	
(Please do not use a P.O. B	ox. The above	address will be use	ed to mail your travel documents)	
PHONE (DAY):			PHONE-HOME:	
PHONE (CELL):			EMAIL:	
PHONE (FAX):			EMERGENCY CONTACT:	
CITIZENSHIP:			EMERGENCY PHONE:	
Vancouver Airport to the pfor \$20 one-way (\$40 round Before Sailing:  AIRLINE/FLIGHT:  DEPARTURE CITY:  After Sailing:  AIRLINE/FLIGHT:	oier on July 3rd	and from the pier on).  DEP. DATE: ARRIVAL CITY: DEP. DATE:	n so we may know when to expect you. Transportation from the r to Vancouver Airport on July 10th can be purchased in advance  ARR. TIME:  DEP TIME:	
		FREQUENT FLYER		
AIRLINE SEAT PREFERENCE:	☐ Window	_	No preference	
SEAT CLASS TYPE:		☐ Business Class		
TRANSFER OPTION:		_	B ☐ Pier to Vancouver Airport July 10 ☐ I will arrange my own transfer	
		•	s with your credit card information.	
	•		•	
ONEDIT OAND #.		EAF. DATE.	SIGNATURE:	
LIANE DECISTEDED FOR THE MICE	OM CDI HOT AC A:		ation Information  ant  Non-Course Participant	
I HAVE REGISTERED FOR THE WISDOM CRUISE AS A:  I HAVE REGISTERED FOR THE FOLLOWING CABIN:		•	s w/ Private Verandah	
NEGISTERES FOR THE FOLLOWING UNDIN.		☐ Single Cabin (\$1600 supplement) ☐ None of the above		
MY TOTAL TUITION IS:		Per Person- Refer to the TRANFORMING YESTERDAY'S STRATEGIES II Alaska Flyer		

# Transforming Yesterday's Strategies II

## **Vacation Information Form**

Traveling Companion Information				
Do you smoke? O yes O no Are you a male or female? O Male O Female I request the following person(s) traveling on the cruise to be my stateroom mate(s):				
Please list any requests about your cabin accommodation that you want us to know:				
Do you have any sleeping patterns (e.g. snoring) that might disrupt sleep for a potential cabin mate? If so, please describe:				
What other friends or family members would you like to be seated with for dinner? (Additions and changes can be made up until March 1st)				
Special Requests				
Do you have a special occasion, birthday, or anniversary you will be celebrating during the cruise? If so, please specify what occasion and when you want to celebrate it?				
Do you have a medical condition, pregnancy or dietary restriction that the cruise line or airline should be aware of? If so, please describe:				
Lancoura and Bullon Association McCo.				
Insurance and Policy Acceptance Notice  The cruise line's liability for loss and damage is limited and it is best to check whether you are adequately covered. We strongly recommend that you consider CelebrityCare Guest Protection Plan at a cost of \$109 per person. This plan covers trip cancellation of the travel portion of you tuition and trip interruption due to medical reasons, as well as medical expenses and baggage loss or delay. This plan does not cover the course portion of your tuition. Please check the appropriate box below:				
☐ I want to purchase the Celebrity CruiseCare Guest Protection Plan for \$109 per person (please enclose a check payable to A Cruise World or fill out the credit card information below).				
☐ I decline to purchase trip insurance at this time and will purchase such policies on my own if I choose to do so.				
Credit card: Exp. Date: Signature:				
NOTICE  By signing this form, I am confirming that I am aware of the booking and cancellation policies of this cruise as listed in the "Transforming Yesterday's Strategies II" flyer of this course. I have registered with a \$500 nonrefundable registration fee. Second deposit will be due March 1, 2005 at which time \$1,000 is non-refundable and non-transferable. Final payment will be due by May 1, 2005 at which time the full tution is non-refundable and non-transferable. Furthermore, I have read the cancellation insurance information enclosed with this mailing and have been offered the opportunity to apply for these insurance policies.				
Signature: Date:				

Please sign the form above to indicate you are aware of the Wisdom Cruise policies and mail back within 10 business days to A Cruise World, 696 East Colorado Blvd. #1, Pasadena, CA 91101.

Tel: (626) 449-2811 Fax: (626) 449-2870