



Oasis of the Seas®

AS YOU DEPART

Dear Guest,

On the day of departure, feel free to relax in our designated waiting area, or if you prefer, enjoy breakfast in one of the below dining areas. Be sure to leave enough time to meet in the designated waiting areas indicated in the right hand shaded area. (Note: announcements regarding departure will only be heard locally in the assigned waiting areas).

Breakfast will be served in:

5:30 am – 8:45 am Windjammer Marketplace, Deck 16

6:00 am – 9:00 am Starbucks, Deck 5 (\$)

6:30 am – 9:00 am Park Café, Deck 8

7:00 am – 8:30 am American Icon Dining Room, Deck 3

7:30 am – 9:00 am Wipe Out Cafe Deck 15

Pastries, coffee, tea and juices are available throughout the departure process in the

Opal Theater & Silk Dining Room, Deck 5,

5 Steps As You Depart

Step 1: The Night Before

- Please remove all old tags from your luggage except for any personal identification.
- Attach one of the numbered tags, delivered by your Stateroom Attendant, to each piece of luggage.
- **Place your luggage outside your stateroom from 7:00 pm – 11:00 pm on Friday evening.** Please make sure that you do not pack your flight tickets, passport/proof of citizenship, medication and also remember to keep some clothes for Saturday's departure. It is imperative that your luggage be placed outside your stateroom no later than **11:00 pm Friday evening** to ensure that your luggage is received in a timely manner at the terminal. Guests wishing to participate in the Express Departure - Self Assist Program are asked to keep their luggage in their stateroom and proceed to the gangway on Saturday morning between 6:30 am and 8:00 am.
- Please hand carry all fragile items such as liquor, laptops, glass souvenirs, etc.
- Under no circumstances should you accept a parcel or piece of luggage that does not belong to you.
- Please take a moment to view the departure video on channel 27 for an overview of the departure process.

STEPS 2 - 5 AS YOU DEPART CONTINUED... **TURNOVER** →

EXPRESS DEPARTURE - SELF ASSIST

Want to avoid lines and be one of the first off the ship? Don't want to waste time searching for your luggage? Carry your own luggage off the ship with our express departure between 6:30 am and 8:00 am. **In order to avoid delays or the possibility of missing flights due to Customs, traffic and security clearance at the airports, please take advantage of this program. Please note, Customs & Border Protection allows priority clearance for "Express Departure" from 6:30 am until 8:00 am only. Gangway is located on Deck 5. Wheelchair assistance is not provided for Express Departure program.**

DEPARTURE ORDER

The first departure number will be called off the ship at approximately 8:15 am. The last number will be called at approximately 10:45 am. Please note this order is subject to the flow of guests, luggage in and out of the pier terminal and Customs procedures and may change slightly. Please refer to your stateroom TV, Channel 39 on departure morning for an updated schedule of the group numbers called.

DESIGNATED WAITING AREAS

We invite all our guests to use any of the following designated waiting areas.

Opal Theater & Silk Dining Room, Deck 5

Tag No. 2, 3, 4, 5, 7, 8	8:15 am
Tag No. 9, 10, 11, 12, 14, 15	8:15 am – 8:30 am
Tag No. 16, 17, 18, 19, 20, 21	8:45 am – 9:00 am
Tag No. 22, 23, 24, 25, 26, 27	9:15 am – 9:30 am
Tag No. 28, 29, 30, 31, 32, 33	9:30 am – 9:45 am
Tag No. 34, 35, 36, 37, 38, 39	9:45 am – 10:00 am
Tag No. 40, 41, 42, 43, 44, 45	10:00 am – 10:15 am
Tag No. 46, 47, 48, 49, 50, 52	10:15 am – 10:30 am
Tag No. 53, 54, 55, 56, 57, 58	10:15 am – 10:30 am
Tag No. 59, 60, 61, 62, 63, 64	10:30 am – 10:45 am
Tag No. 65, 66, 67, 68, 69, 70	10:45 am

LUGGAGE TAG NUMBER CHART

Indicated approximate departure times above depend on clearance of the ship by United States Customs & Border Protection. United States Coast Guard regulations state that all stairways and landings must remain clear, in order to process a smooth departure from the ship. **Announcements regarding departure formalities will only be heard in the designated waiting areas.**

WHEELCHAIR ASSISTANCE: Starbucks, Deck 5



Guests with disabilities and special needs requiring wheelchair assistance are welcome to meet in the Starbucks, Deck 5 from 7:45 am onwards. Wheelchair assistance is provided from this location to the pier terminal luggage holding area only. **(Please proceed to Starbucks according to your luggage tag number), assistance will be provided on a first come first served basis. Wheelchair assistance is not provided for Express Departure program.**

Guests with Explorations!

Guests with Explorations! purchased through Royal Caribbean International Tag No. 1. **Please check your tour ticket for meeting time and location.**

Family Zone: On Air, Deck 5

Family Zone 7:00 am – 11:00 am

Suite Guests: Concierge Lounge, Deck 17

Suite Guests with Concierge access 6:15 am – onwards

Crown & Anchor Members

Opal Theater, Deck 4 7:00 am – 11:00 am

Luggage Valet Service:

We recommend the guests to depart the ship between 8:00 am to 8:45 am to avoid long lines at the Terminal.

Consecutive Cruisers: Schooner Bar, Deck 6

Guest who are continuing on *Oasis of the Seas* for their extended cruise vacation. Please meet at 10:30 am on departure morning.

Gratuities

The automatic daily gratuity charged to the onboard SeaPass account is shared among the Dining Services staff, Stateroom Attendants and other Housekeeping Services crew who work to enhance the overall cruise experience. Guests who prepay their gratuities prior to boarding their cruise will not have a daily automatic gratuity charged onboard.

Many of our guests wish to reward particularly exceptional service during their cruise with additional gratuities. Guests may do so by increasing the automatic gratuity amount on their SeaPass® onboard account at the Guest Services desk or with a cash gratuity at their discretion.

Step 2: Morning of Departure

SeaPass accounts are automatically billed if you have registered a credit card. A statement of your account will be delivered to your stateroom by 6:00 am on Saturday. For your convenience, accounts established with a credit card will remain active on Saturday morning for any last minute purchases. If you have any questions regarding your account, please contact Guest Services before 8:00 am on Saturday morning. Remember, you can review your folio at any time prior to this by using the RCTV system. Stateroom mini-bars will be checked Saturday morning prior to your departure and any consumed items will be billed to your stateroom. Please note that the Photo Gallery will be closed for sales on departure morning. Any purchases must be made before close of business on Friday night.

- Please be reminded that your SeaPass card is required at the gangway as you depart the ship on Deck 5.

Step 3: Luggage Claim

Once inside the terminal, proceed to the luggage claim area designated for your luggage tag number. Royal Caribbean International staff will be available for assistance and questions. Remember, luggage tends to look alike, please be sure to check the personal name tags on your bags prior to claiming.

Step 4: Off The Ship/On The Pier

All guests must present themselves personally to a United States Customs and Border Protection Officer for an immigration inspection. This includes United States citizens and residents. This inspection will take place in the terminal after leaving the ship.

All guests must complete a United States Customs form before departure. Only one form is required for all family members with the same last name and address. Please ensure that you have the form completed and signed before leaving the ship. This will ensure a quick departure.

- United States citizens/residents and Canadians must show their passport or proof of citizenship (e.g. citizenship card or birth certificate and photo identification, or Alien Resident Card).
- Non-United States citizens must show their passport and ESTA.
- Please have all of your documents in hand and your passport open to the photo page.

Anyone who has exceeded their exemption in merchandise, liquor or are carrying monies in excess of \$10,000 must present themselves to a United States Customs and Border Protection Officer in the terminal upon departing the ship. By law it is imperative that you declare these items to the officials.



- \$800 in merchandise from any of our ports-of-call or purchased onboard.
- 1 carton of 200 cigarettes – must be 18 years or older. Excess United States - manufactured cigarettes made for export only will be seized. Foreign-manufactured tobacco products will be subject to duty and internal revenue taxes. 100 cigars – must be 18 years or older. No Cuban cigars are permitted into the United States.
- 1 liter of alcohol – must be 21 years or older. Applicable internal revenue taxes and duties will be assessed on any overages.
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Step 5: Transportation/Onshore Connections

After Collecting Your Luggage:

- Guests with transfers to the airport/Post Hotel Package/Explorations! that have presented themselves to the United States Customs and Border Protection Officers can now proceed to the buses waiting outside.
- Guests with personal transportation can also exit the terminal at this time.

GUEST SATISFACTION SURVEY

In Royal Caribbean's continued effort to Save the Waves, we are no longer delivering the Guest Satisfaction surveys to guest staterooms. All sailed guests over the age of 18 who have provided us with their email address will now receive an email invitation to participate in an online Guest Satisfaction survey on the day of departure. You will have one week to complete the survey, after leaving the ship. The survey works on smartphones, tablets, laptops and other computers and takes approximately 7 - 10 minutes to answer.

On behalf of Royal Caribbean International, we would like to thank you for cruising onboard *Oasis of the Seas*. We look forward to welcoming you back on *Oasis of the Seas* or another Royal Caribbean International ship in the near future. Have a safe journey home!