

# USEFUL INFORMATION

**Alcohol-Free Zones** – We ask parents to please be aware that the areas at and around the Adventure Ocean and Arcade located on Deck 15 aft are strictly alcohol-free zones. We ask that you please respect our youth activities areas.

**Alcohol Policy** – Guests twenty-one (21) years of age and older on the day of boarding are welcome to enjoy alcoholic beverages. All guests are kindly reminded not to provide alcoholic beverages to anyone under the age of 21. Guest who violate any alcohol policies, may be disembarked or not allowed to board, at their own expense, in accordance with our Guest Conduct Policies. Our Bar Staff have been instructed to ask for proof of age. Thank you for your cooperation.

**Broadcast Television** – Royal Caribbean International is proud to offer the following licensed satellite programming available in international waters: CNN International, CNNFN, CNN Español, ESPN International, TNT International, Cartoon Network, Boomerang and Bloomberg TV. (Domestic broadcast feeds can only be legally broadcast within 12 miles of the United States coastline.) Brief moments of satellite signal loss can be expected at any time – an inevitable consequence on a moving ship. In addition, some major sporting events may not be available due to blackout and broadcast rights restrictions. We hope you enjoy the widest variety of stateroom television entertainment available at sea.

**Cruise Services Directory** – Found in your stateroom is a Cruise Services Directory that contains answers to frequently asked questions, a telephone directory and a Room Service Menu.

**Disruptive Behavior** – Roller blades, roller shoes, roller skates, skateboards, scooters, bicycles and similar items may not be utilized onboard (except for mobility aids related to special needs, as approved by the ship's medical staff).

**Entertainment Seating** – Please remember: no saving of seats. We also kindly ask that all children sit with their parents.

**Guest Conduct Policy** – For the safety, comfort and enjoyment of all Royal Caribbean International guests, we have developed certain Guest Vacation Guidelines for both adults and children. These guidelines cover a variety of areas, including but not limited to:

- Smoking •Verbal abuse •Violent and/or unruly behavior •Excessive, offensive language
- Possession of an illegal substance •Vandalism •Solicitation

If Royal Caribbean International determines that any guest is in violation of these guidelines, we may be forced to ask the offending party to leave the ship at the next available port of call. Please make sure to familiarize yourself with these guidelines. A copy can be obtained at the Guest Services Desk or in the Cruise Services Directory.

**Helpful Health Information** – Norovirus: With seasonal viruses appearing in the United States, Europe and around the world, Royal Caribbean International, working in conjunction with the Centers for Disease Control, has instituted enhanced cleaning procedures onboard all its ships. You will likely see some of these activities during your cruise vacation. Medical experts strongly suggest travelers pay close attention to washing their hands. The experts tell us that the best way to prevent colds, flu and gastrointestinal illnesses is to simply wash your hands thoroughly with soap and hot water after bathroom breaks and again before eating anything. Your cooperation and assistance with this matter would be greatly appreciated.

**Liquor/Tobacco Policy** – Royal Caribbean International apologizes for any inconvenience but kindly asks their guests not to bring alcoholic beverages of any kind onboard for consumption. Alcoholic beverages that are purchased duty-free from the Shops Onboard or at ports of call will be stored by Royal Caribbean International and delivered to your stateroom on the last day of your voyage. A member of our staff will be at the gangway to assist with the storage of your purchases. Important Cigarette Notice: Only one (1) carton of American-made cigarettes will be allowed into the United States. Any guest found with more than 1 carton will be fined in accordance with new Customs regulations effective January 1, 2002. Fines starts at \$1,000.

**Medical Care** – Medical facility charges are based on United States Government Medicare Physician Fee Schedule rates. Guests who wish to be seen outside of the posted hours will be charged an additional fee of \$30. The Medical Facility is located near the portside stairs/elevators on Deck 2 aft. Tours of the Medical Facility are not permitted.

**Pool Towel Policy** – Pool Towels are available for your use at the Towel Station, Deck 15. You may exchange your towel for a clean towel throughout your cruise vacation at the Towel Station. Towels then need to be returned to the Towel Station by Day 7 or your SeaPass account will be charged \$25 per towel.

**Port Safety Information** – We would like to advise all of our guests to take extra care on the pier side when leaving and returning to the *Allure of the Seas*. These areas are controlled by the local Port Authorities and at times can be hazardous. Please look out for ropes, wires, moving vehicles, dumpsters, rail lines, bollards, steel grates and uneven surfaces. Please take care.

**Pre-Paid Gratuities** – A \$12.00 gratuity will be automatically added to each guest's SeaPass® account on a daily basis to be shared among dining services, Stateroom Attendants and other housekeeping services crew who work to enhance the cruise. Suite guests will see a \$14.25 daily gratuity. Guests who prepaid gratuities prior to boarding the cruise will not have a daily charge onboard. A 15% gratuity is also automatically added to beverages, mini bar, and spa & salon purchases.

In the unlikely event that a guest onboard being charged the daily automatic gratuity did not receive satisfactory service, the guest may request to modify the daily amount at their discretion by visiting the Guest Services desk prior to departure morning.

**Proof of Age** – Guests twenty-one (21) years of age and older are welcome to enjoy alcoholic beverages. All guests are kindly reminded not to provide alcoholic beverages to anyone under the age of 21. Guests who violate any alcohol policies may be disembarked or not allowed to board at their expense, in accordance with our Guest Conduct Policy. Picture identification required.

**Radios, Tape Recorders and CD Players** – Please refrain from using radios, tape recorders or CD players in public areas unless used with headphones. Also, for the enjoyment of all guests, please refrain from the use of walkie-talkies and hand-held radios during all show performances and in all dining venues.

**Reserving Seats and Lounge Chairs** – Please be advised that the saving of seats in our theaters and lounge chairs poolside and on open decks is strictly prohibited.

**royal caribbean online<sup>sm</sup>** – Check stocks or e-mail a friend for a nominal charge. 24 hours access. Located on Deck 7 and 9 forward.

**Save The Waves** – Please refrain from throwing anything overboard either in port or at sea. Please deposit trash in the proper receptacles around the ship. We are doing everything we can to protect the ecology of the oceans that support cruising and are grateful for your cooperation.

**Smoking Policy** – For the comfort and enjoyment of our guests, the *Allure of the Seas* has been primarily designated as a non-smoking ship. However, we recognize that some of our guests smoke. Therefore, to provide an onboard environment that also satisfies smokers, we have designated smoking areas in many of our lounges and on the portside of open air decks and balconies. Central Park and Boardwalk balconies are non-smoking balconies. Royal Caribbean International kindly asks all guests to please observe the non-smoking areas and to refrain from smoking pipes or cigars in any of the public areas. Pipe and cigars smoking is only permitted within the cigar lounge. These requests are made to provide a comfortable shipboard environment for everyone.

Smoking is not permitted inside any guest stateroom; however guests with balconies may smoke on their balcony. If a guest is in violation of this policy a fee of \$250 will be applied to their SeaPass.

**Swimming Pools** – Please be advised that the Solarium and Solarium Hot Tubs on Decks 15 & 16 are for adults only over the age of 16. All families and children are welcome to use the two main pools and the H<sub>2</sub>O Zone on Deck 15. Guests under the age of 16 wishing to enjoy the Main Poolside Hot Tubs must be accompanied by a parent or guardian. In the interest of public health, children in diapers, pullups or who are not toilet trained are not permitted in the swimming pools or hot tubs at any time. We thank the parents/guardians in advance for helping us to enforce these guidelines. If a lounge chair remains unoccupied for 30 minutes or more, our Deck Patrol has been instructed to remove the towels and personal effects. This policy enables all guests to share equally in the enjoyment of the facilities.

**Telephone Calls** – Calls can be made directly from your stateroom. Dialing instructions are located in the Cruise Services Directory. The telephone rate is \$7.95 per minute and charges will be billed to your SeaPass card. Same rate applies using phone cards or calling 1800 numbers. Friends and family can call you from home. Give them this number: 1-888-RC4SHIP.

**United States Department of Agriculture (USDA) Warning** – In ports of call, please remember to eat and drink safely. To avoid illness, drink only bottled water, carbonated beverages, beer or wine with no ice. Eat only cooked meat, poultry and seafood and avoid any dairy products and raw fruits and vegetables. Please be advised that guests are not permitted to bring any fruits & vegetables, meats & poultry, cut flowers or soil onboard or off the ship. Any violation of this policy may result in a fine. Thank you for your cooperation.

United States Public Health (USPH) and Center for Disease Control (CDC) Regulation Information – Animal food such as beef, eggs, lamb, milk, pork, poultry or seafood that is raw or undercooked significantly increases risk of foodborne illness to vulnerable and immunodeficient guests.

**Video and Tape Recording Policy** – With respect to artists' rights, we kindly remind our guests that video and audio recording is not permitted during show times.

**Vitality at Sea Spa and Gym Classes** – Any cancellations must be made 24 hours before the appointment to avoid a 50% charge.

**Wake-Up Calls** – It's easy to schedule a wake up call from your stateroom. Dial \*1, then a voice prompt will ask you to enter the time using military time. For example, if you want 7:00 am, you need to enter 0700. For 6:00 pm, enter 1800.

**Youth Evacuation Plan (YEP)** – All children ages 3–11 years must wear a YEP wristband indicating their assembly station at all times. If your children are participating in an Adventure Ocean program, our highly trained Youth Staff will take them to meet you at your assembly station. All children will be supervised until they are reunited with their parents or guardians. Children who do not already have their YEP wristbands may obtain them at the Guest Services Desk, Deck 5 or from the Youth Staff at Adventure Ocean activities.