



# *Oasis of the Seas*<sup>®</sup>

Thank you for cruising with Royal Caribbean International!

Dear valued guest,

As your cruise comes to a close, We want to extend our gratitude for choosing to spend your vacation with us. It's been a pleasure to have you onboard the Oasis of the Seas, and we hope you've found your time here to be relaxing, enjoyable, and memorable.

Your complete satisfaction is the top goal of every crew and staff member onboard. All of us strive on a daily basis to live up to Royal Caribbean's reputation for exemplary, personalized Gold Anchor Service. As each voyage winds down, guests often ask how they can reward the dining services staff, Stateroom Attendant and other housekeeping staff for outstanding service. Royal Caribbean has an automatic gratuity in place that simplifies this process by charging a recommended daily \$12 USD gratuity to each guest's SeaPass account. This automatic gratuity program only applies to guest who did not prepay their gratuities prior to the cruise.

Our customary daily gratuity amounts are shared daily among the crew as follows:

Dining Services: \$6.80

Stateroom Attendant: \$3.85

Other Housekeeping Personnel: \$1.35

Some guests wish to reward particularly exceptional service with additional gratuities. If you would like to do so, you will find gratuity envelopes delivered to your stateroom that can be used for additional cash tips.

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.

Thank you for your generous recognition of our hard-working crew. They are well aware of the daily gratuity program and our prepaid gratuity program and are grateful for your acknowledgement. We sincerely hope we've exceeded your every expectation, and that you'll join us onboard Royal Caribbean International again in the near future.

Ship's Management