

USEFUL INFORMATION

Alcohol & Gaming Policy – Royal Caribbean International's age policy for the consumption of alcoholic beverages and gaming is as follows: to comply with itinerary-specific laws, the legal drinking and gaming age onboard is 18 years old. Photo identification will be checked. Minors are not allowed in bar areas. Our staff has been instructed to ask for photo identification as proof of age. Please remember that open beverage containers are not permitted in public areas. Thank you.

Alcoholic Beverage Consumption – Royal Caribbean International apologizes for any inconvenience but we kindly ask our guests not to bring alcoholic beverages of any kind onboard for consumption. Alcoholic beverages purchased duty free from the ports-of-call and/or purchased in the Shops Onboard shall be stored by Royal Caribbean International and delivered to the guest's stateroom on the last day of the voyage. For consecutive cruises, alcohol purchases shall be delivered to the stateroom on the last day of their last cruise vacation. A member of our staff will be at the gangway to assist with the storage of your purchases.

NextCruise Sales – For information on booking your next cruise vacation see your NextCruise Sales Team on Deck 6 (Safari Club entrance). Learn more about our newest cruise vacations to the Caribbean, Alaska, Europe, Asia, South America, Hawaii, Australia and New Zealand.

Curfew for Minors – For the well-being of our guests under the age of 18, Royal Caribbean International has put into effect a curfew of 1:00 am unless they are accompanied by an adult or guardian or attending an Adventure Ocean program.

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

- **Smoking**
- **Violent and/or unruly behavior**
- **Possession of a weapon**
- **Possession of illegal substances**
- **Verbal abuse**
- **Vandalism**
- **Excessive, offensive language**
- **Underage drinking**

If Royal Caribbean International determines 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. Please familiarize yourself with these guidelines located in your Cruise Services Directory.

Food Advisory – We regret to inform you that due to Centers for Disease Control regulations, no food other than commercially packed snacks will be allowed onboard.

Helpful Health Information – Medical experts tell us that the best way to prevent colds, flu or gastrointestinal illnesses – such as a Norovirus that can be transferred easily through person-to-person contact – is to simply wash your hands thoroughly with soap and warm water after restroom breaks and again before eating anything. Symptoms of Noroviruses include an upset stomach, vomiting and diarrhea. According to the United States Centers for Disease Control and Prevention, Noroviruses affect 23 million Americans on land each year. In fact, the only illness that is more prevalent is the common cold. If you have (or have had in the past 48 hours) any of these symptoms, please do not go to the ship's Medical Facility. Instead, go directly to your stateroom and call Guest Services by dialing "0". The nurse on duty will then return your call for a complimentary telephone consultation or stateroom visit. Treatment may be provided on a complimentary basis.

Language Assistance – For non-English speaking guests, meet our International Ambassador. For more information, dial 0 or 8991.

Lost & Found – All lost and found items must be claimed by guests each cruise vacation from Guest Services, Deck 4. Guests are encouraged to utilize in-stateroom safes and safe deposit boxes to secure all

valuables. All unclaimed items will be held by Lost and Found for 90 days pending possible claims from a guest. The following number shall be called if any questions arise after guests have departed the ship. Luggage Support at 1-800-256-6649, Monday through Saturday between the hours of 9:00 am – 6:00 pm (Eastern time).

Medical Care – We have a team of two doctors and three nurses to assist you with any medical concerns. Medical Facility charges are based upon United States Government Medicare Physician Fee Schedule rates. Outside of regular hours, charges are modified to compensate for in-stateroom visits or medical attention rendered at any location after hours.

Photo Gallery – Please note that the Photo Gallery is closed on departure morning.

Ship to Shore Calls – Calls can be made directly from your stateroom using the speed dial button on your phone. All telephone charges will be billed directly to your SeaPass account. Rates: \$7.95 per minute. Rates also apply to calling cards, collect calls and toll-free "800" numbers.

Phone Numbers

From United States and Canada: 1-888-RCI SHIP (724-7447) ext. 17

From any other country: + 1-732-335-3285 ext. 17

Fax Numbers: 011-874-331-149-212 and 011-874-331-149-217

To make a phone call from the ship: To United States and Canada, dial 1, the area code plus the number. To any other country, dial 011, area code, city code plus the number. The rate is \$7.95 a minute and charges begin as soon as the call is answered.

Public Announcements – Please be advised that announcements from the bridge can also be heard on channel 40 on your stateroom television.

Radio, Tape Recorders & CD Players – Please refrain from using radios, tape recorders or CD players in public areas unless used with headphones.

royal caribbean onlinesm – Stay in touch, check email or monitor stocks. Royal Caribbean International Wi-Fi is also available on this ship. Pick up a brochure at Guest Services to learn more about it.

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.

Vitality Day Spa Services – Any cancellations should be made 24 hours before your appointment to avoid a 50% charge.

Sharps Containers – If, for any medical reason, it is necessary for you to use needles or syringes, please do not dispose of them in the general trash containers in your stateroom. Contact your Stateroom Attendant for the proper means of disposal.

Smoking Policy – For the comfort and enjoyment of our guests, the Serenade of the Seas has been primarily designated as a non-smoking ship. However, we recognize that some of our guests smoke. We have revised our onboard smoking policy, effective for all sailings departing on or after January 1, 2014. Under this new policy, all indoor public spaces will be smoke free, with the exception of the Casino. In the Casino, there will be designated smoking and non-smoking areas. Additionally, smoking will not be permitted in the staterooms or on stateroom balconies. Outdoor smoking areas will be designated on the starboard side. Please also note that smoking-like products such as electronic cigarettes or e-cigarettes are only permitted within the designated smoking areas. If a guest is in violation of this stateroom policy, a cleaning fee of \$250 USD will be applied to their SeaPass account and may be subject to further action pursuant to the "Consequences Section" of the Guest Conduct Policy.

Wake up Calls – Speed dial and enter your preferred wake-up time in 4 digits and enter the number 1 for am and 2 for pm. For example, 7:15 am = 0715 and 1.