ROYAL CARIBBEAN INTERNATIONAL®

Brilliance of the Seas®

AS YOU DEPART

Dear Guest,

On the day of departure, feel free to relax in your stateroom, or if you prefer, enjoy breakfast in one of the below dining areas. Be sure to leave enough time to meet in your assigned departure lounge shown on the reverse side of this flyer. Once your luggage is in place in the terminal and the gangways are clear, we will advise the departure escort in the appropriate waiting lounge, to escort you to the gangway. Your luggage will not be available in the pier terminal until your number tag has been called. **(Note: announcements regarding departure formalities will only be heard in the assigned departure lounge).**

BUFFET BREAKFAST WILL BE SERVED IN:

- Windjammer Café, Deck 11
  6:00 am – 8:30 am
- Café Latte-tudes, Deck 5
  (Pastries & speciality coffee)
  6:30 am – 9:30 am
- Minstrel Dining Room, Deck 4
  6:30 am – 8:30 am
- Room Service is not available during departure morning from 1:00 am onwards.

Five easy steps to check out!

STEP 1 THE NIGHT BEFORE

- Remove all the old tags from your luggage, except for any personal identification.
- Attach one of the tags, delivered by your Stateroom Attendant, to each piece of luggage.
- To ensure that your luggage is received in a timely manner in the terminal. Place the luggage outside your stateroom between 7:00 pm and 11:00 pm on the final night of the cruise.
- Make sure that you do not pack your flight tickets, passport/proof of citizenship or medication and remember to keep some clothes for the departure.
- Hand carry all fragile items such as liquor, laptops, glass souvenirs, etc.
- All onboard liquor purchases or confiscated at the gangway will be delivered to your stateroom on the last evening of the cruise after 6:00 pm.
- All items with security for safekeeping (i,e Knives, irons etc) will be collected at the gangway Deck 5 when you depart the ship.
- Take a moment to view the departure video for an overview of the departure process on channel 27.

STEP 2 THE MORNING OF DEPARTURE

- **SEAPASS ACCOUNTS:** Accounts are billed automatically if you have registered a credit card with us.
- A statement of your account will be delivered to your stateroom by 6:30 am on the departure morning.
- For your convenience, accounts established with a credit card will remain active on the final morning for any last minute purchases.
- If you have any questions regarding your account, please visit the Guest Relations Desk on Deck 4 before 8:00 am on last morning.
- Remember you can review your account at any time prior to this by using the RCTV system in your stateroom.
- Your Stateroom mini bar will be checked prior to your departure and any consumed items will be billed to your stateroom.
- **STATEROOM SAFE:** Please check your stateroom thoroughly before departing and make sure that you take all your personal belongings with you. Please leave your stateroom safe unlocked.
- **DEPARTURE WAITING LOUNGES:** In order to provide our guests with a smooth departure, we kindly ask guests to please wait comfortably in their designated waiting lounge. **(Note: announcements regarding departure formalities will only be heard in the assigned departure lounge).**

EXPRESS DEPARTURE BEAT THE RUSH!

If you have already signed up for **express departure**, remember that you must be able to carry all your luggage off the ship and you may encounter steps and stairs in the process. You will not require any luggage tags to participate in this program. If you would like to sign up for this express departure and are able to carry all your luggage off the ship, please see the Guest Services Staff on Deck 4.

GUESTS WITH SPECIAL NEEDS:

Guests with Special Needs and requiring wheelchair assistance should meet at the Minstrel Dining Room on Deck 5 starboard side from 6:45 am. Wheelchair assistance is provided from the ship to the pier terminal luggage holding area only. Please be advised that this is a limited service and the approximate waiting time is 45 minutes.

DUTY-FREE ALLOWANCE:

- Visitors to Canada: Gifts (excludes alcohol & tobacco) valued at no more than CAN $60 each. If you are United States Residents returning to the United States your Customs allowance is $800 total merchandise.
- Residents of Canada: Your Customs allowance is CAN $750 per person in duty free merchandise. That's a combined allowance of $1,500 Canadian per couple.
- 50 cigars or 200 tobacco sticks – must be 19 years or older.
- 1 carton of 200 cigarettes – must be 19 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.
- 1.5 liter of wine or 1.14 liter of liquor or 24 x 355 ml of beer or ale – must be 19 years or older. Applicable Internal Revenue Taxes and duties will be assessed on any overages.

Thank you for sailing with Royal Caribbean International. The Captain, Officers, Staff and Crew wish you a safe and pleasant journey home. We look forward to your next sailing with Royal Caribbean International.

Please be sure to save this flyer to assist you with the departure process.

Royal Caribbean® INTERNATIONAL

TURNOVER for departure schedule →

STEP 3 OFF THE SHIP/ON THE PIER

Mandatory Canadian Customs & Border Protection and Department of Agriculture Inspection

- All guests must complete a Canadian Border Services Agency (CBSA) form before departure. You may list up to four persons 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.
- All guests must present themselves personally to a Canadian Customs & Border Protection Officer for a Customs and Immigration Inspection. This includes Canadian citizens and residents. This inspection will take place in the terminal after leaving the ship.
- Canadian residents must show their passports or proof of citizenship (e.g. citizenship card or birth certificate and photo identification, or Alien Resident Card).
- Please have all of your documents in hand and your passport open to the photo page when you approach the Officers.
- All guests that have exceeded their Customs allowance must declare these items to the officials. Failure to do so may result in fines or confiscation of merchandise or monetary funds.

STEP 4 BAGGAGE CLAIM

- Once inside the terminal, proceed to the baggage 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.
- Under no circumstances should you accept a parcel or any piece of luggage that does not belong to you.

STEP 5 TRANSPORTATION / ONSHORE CONNECTIONS

- Air/Sea Guest or Guest with purchased transfers to the airport – collect your bags from the baggage claim area, then make your way to the buses that will be waiting outside and transfer you to the airport.
- Guest on Royal Caribbean International Shore Excursions – collect your bags from the baggage claim area, then you will be met by your tour guide for instructions.
- Cruise Only Guest – collect your bags from the baggage claim area, then proceed outside where there will be taxis available for you.

DEPARTURE SCHEDULE FOR QUEBEC CITY

In order to ensure a smooth departure, we kindly ask all guests to familiarize themselves with the departure information below. The departure times listed are approximate and are determined by the guest flow inside the terminal, where Canadian Border Services will be conducting mandatory inspections of all guests. Please wait comfortably in your designated waiting lounge. A member of staff will be there to coordinate and assist you with your departure.

Departure Time	Luggage Tags	Group	Lounge/ Waiting Area	Deck
6:00 am – 7:00 am	N/A	Express Walk Off	Not assigned	5
6:45 am – 7:00 am	Luggage Tag 1 & 2	Independent Group (flights before 11:00 am)	Pacifica Theatre	5
7:00 am – 7:15 am	Luggage Tag 3 & 4	Transfers to the Airport (flights between 11:00 am – 1:00 pm)	Colony Club	6
7:15 am – 7:30 am	Luggage Tag 5 & 6	Shore Excursions!	Pacifica Theatre	5
7:30 am – 7:45 am	Luggage Tag 7 & 8	Gold SeaPass card holders	Chops Grille	6
7:45 am – 8:00 am	Luggage Tag 11 & 12	Diamond and Diamond Plus Members	Minstrel Dining Room	5
8:00 am – 8:15 am	Luggage Tag 14, 15 & 16	Emerald and Platinum Members	Colony Club	6
8:15 am – 8:30 am	Luggage Tag 17 & 18	Transfers to the Airport (flights between 1:00 pm – 4:00 pm)	Pacifica Theatre	5
8:30 am – 8:45 am	Luggage Tag 19, 20, 21 & 22	Gold Members	Colony Club	6
8:45 am – 9:00 am	Luggage Tag 23 & 24	Independent Guests	Pacifica Theatre	5
9:00 am – 9:15 am	Luggage Tag 25 & 26	Independent Guests	Colony Club	6
9:15 am – 9:30 am	Luggage Tag 27 & 28	Transfers to the Airport (flights after 4:00 pm)	Pacifica Theatre	5
9:30 am – 9:45 am	Luggage Tag 29 & 30	Independent Guest	Colony Club	6
9:45 am – 10:00 am	Luggage Tag 31 & 32	Hotel Transfer	Pacifica Theatre	5

In order to process a smooth departure from the ship, announcements regarding departure formalities will only be heard in the assigned departure lounges.