

# Enchantment of the Seas®

## As You Arrive

### Frequently Asked Questions

◆ **Why do I have to activate my SeaPass and how do I do that?**

Enchantment of the Seas works on a cashless sales system. Think of your SeaPass card as your onboard charge card. Please advise the check in agent whether you prefer to settle your account in cash or by credit card. We encourage a cash deposit in advance for those guests wishing to activate a cash account. To avoid long lines upon checking out, we recommend establishing a credit card account. Cash account limits are \$500.00 on a 8 day cruise vacation.

◆ **How can I get my dinner seating changed?**

Your seating arrangements are printed on the front of your SeaPass card. The Maitre d' is available for any dining questions, requests or changes from 12:30 pm to 3:00 pm on boarding day. At this time they will be available outside of the My Fair Lady Restaurant, Deck 4, however should you have any further requests, kindly direct them to your Headwaiter during regular dining hours. For My Time Dining reservations please call 7000.

◆ **When will my stateroom be ready?**

Your stateroom will be ready at 1:30 pm. In the meantime, a delicious lunch buffet is available for all guests in the Windjammer Marketplace, Deck 9, from 11:30 am to 3:00 pm.

◆ **What time will my luggage arrive to my stateroom?**

Due to the immense amount of luggage handled during the boarding process, we estimate delivery of luggage up until 8:00 pm. If your luggage has not arrived by this time, please contact Guest Services, Deck 5, or by dialing '0'.

◆ **How do I book Explorations!?**

Our friendly staff at the Explorations! Desk on Deck 5 will be available daily to assist you in booking an organized shore excursion. Check the daily Cruise Compass for opening hours. Should you wish to book a tour in advance, kindly complete the Explorations! order form, drop it in the box in front of the Explorations! Desk and the tickets will be delivered directly to your stateroom.

◆ **What are the charges for using the stateroom telephone?**

Charges do not apply when dialing stateroom to stateroom, you simply dial the stateroom number. However, if you wish to make an outgoing phone call, a fee of \$7.95 per minute will be billed to your SeaPass account. Charges also apply to toll free calls, collect calls and calling cards. Dialing instructions are located next to your stateroom telephone.

◆ **How can I get a wake up call?**

Use the 'Wake up Call' button on your telephone or dial '56' and follow the voice prompt.

**On behalf of the Captain, Officers,  
Staff and Crew, we wish you a wonderful  
cruise vacation onboard the beautiful  
Enchantment of the Seas.**



## GENERAL

### INFORMATION

**Guest Muster Drill**

Prior to departure from Baltimore a Mandatory Emergency Guest Muster Drill will be conducted at 3:30 pm on the Promenade, Deck 5. This will help you to familiarize yourself with the safety routine onboard and your Muster Station, which is your assigned meeting place in case of an emergency.

**Shops Onboard**

All our duty free shops are located on Deck 6. Once we set sail and have reached international waters, the shops will open. Check the daily opening hours in your Cruise Compass.

**Soda Package**

An exclusive unlimited soda fountain package is available for purchase at the Schooner Bar, Deck 6 or Pool Bar, Deck 9.

**Enchantment Day Spa**

Should you wish to take a tour of the facilities we offer (available on boarding day only), the Enchantment Day Spa is located on Deck 9 aft. For appointments or more information dial extension 4850.

**Laundry Service**

A laundry service is available onboard. Just complete the form located in your stateroom and leave it with the laundry bag for your Stateroom Attendant to collect. For safety reasons please be advised that the use of personal irons is not permitted.

**Chops Grille**

Chops Grille, "The Best Steak on the High Seas", \$30 per person dining fee applies. Make your reservations by dialing 6258. Smart casual is the suggested attire and guests 13 years and older are welcome.

# Take 5 minutes, to save 5 hours...

## Cruise Compass

You will find a full list of the daily activities and ship information in the Cruise Compass which will be delivered to your stateroom each evening for the following day.

## ATM Machines

We have two ATM machines onboard, both of which dispense United States Dollars. They are located at Guest Services, Deck 5, and in the Casino Royale, also on Deck 5. A commission fee of \$6.00 per transaction applies. Exchange rates and transaction limits are determined by your own bank.

## Foreign Exchange

Available at Guest Services, Deck 5, and in Casino Royale, Deck 5. (In all of our ports of call United States Dollars are accepted.)

## Calling Other Staterooms

There is no charge to dial other stateroom. Simply dial the four digits of the stateroom.

## Outside Telephone Calls

To place a call from your stateroom to the United States or any other country, a fee of \$7.95 per minute will be charged to your SeaPass account. Please note, calling cards do not work from the ship and the \$7.95 per minute charge will apply.

For all calls, please press the 'Ship to Shore' button on your stateroom telephone. Then, for calls to the United States and Canada, please dial 1 + area code + number. For calls to any other country, please dial 011 + country code + area code + number.

## Dining Room Seating

The Maitre d' is available for any dining questions, requests or changes from 12:30 pm to 3:00 pm on boarding day. At this time they will be available outside of the My Fair Lady Restaurant, Deck 4, however should you have any further requests, kindly direct them to your headwaiter during regular dining hours.

## Gratuities

Guests who wish to prepay their onboard gratuities may do so by completing the gratuity form delivered to their stateroom on Day 2 of the cruise. A set fee of \$11.65 per guest per day will be charged to your SeaPass card and will include gratuities for your Stateroom Attendant/Other Housekeeping Services, Waiter, Assistant Waiter and Headwaiter. Should you wish to pay your gratuities in cash, envelopes will automatically be delivered to your stateroom on the final day of the cruise.

## Explorations!

Should you wish to purchase one of our organized shore excursions, please visit the Explorations! Desk, Deck 5. Please see your daily Cruise Compass for opening times or complete a tour order form and leave it in the drop box provided. If you have prepaid your tour, tickets will automatically be delivered directly to your stateroom.

## Housekeeping Services

Your Stateroom Attendants will introduce themselves after the mandatory Guest Muster Drill (day 1) and will take care of any requests you may have, such as separating the beds. For any further housekeeping requests, please press the 'Housekeeping' button on your stateroom telephone.

## Internet

Should you require internet access during your vacation, please visit royalcaribbean online<sup>SM</sup>, located on Deck 8, midship. If you have your own laptop and require wireless access, first create your wireless account by clicking on the 'RC Wireless' option on any of our computer stations and follow the instructions. Brochures detailing the prices, packages and Enchantment of the Seas hot spot locations are located on Deck 8, or at Guest Services, Deck 5.

Please be reminded you may experience slower internet speed that you are normally accustomed. The Enchantment of the Seas satellite feed is not broadband nor considered high speed access.

## Going Ashore

For all ports of call, please ensure you carry your SeaPass card and a government issued identification, such as a driver's license. Children under the age of 16 do not require identification. No guests under the age of 18 years will be allowed to go ashore without being accompanied by an adult over the age of 21 years.

## Lif jackets

Lif jackets are not required to be worn during the Guest Muster Drill.

## Luggage Delivery

Every piece of luggage is carefully scanned for prohibited items. Considering over 4,000 pieces of luggage are in transit, the delivery process is expected to be completed by 8:00 pm on boarding day. If you have not received your luggage prior to dinner, you can still enjoy all of our dining venues wearing your travel attire.

## Onboard Credits

If you are entitled to receive an onboard credit, it will be automatically posted to your SeaPass account no later than day 3. Should your onboard credit not be posted by this time, kindly contact Guest Services, Deck 5 or by dialing '0'.

## Pool Towels

Collect your pool towels from the towel station located on Deck 9, poolside. A fee of \$25 per towel will be applied to your SeaPass account for towels which remain unreturned at the end of the cruise vacation.

## Room Service

Available after 5:00 pm on boarding day and then 24 hours each day thereafter, until 2:00 am on the last day of the cruise. A service fee of \$3.95 per delivery will be charged to your SeaPass card for orders between midnight and 5:00 am.

## SeaPass Card

If you have registered a credit card or activated a cash account at the pier, you are ready to start enjoying your cruise vacation. Credit card accounts will be charged automatically on the final day of your cruise vacation. Any outstanding balance on a cash account should be paid in full at Guest Services, Deck 5, prior to 8:00 am on departure morning. A final statement will be delivered to each stateroom on departure morning.

## Upgrades

Unfortunately, we are sailing to full capacity onboard the Enchantment of the Seas and as such stateroom upgrades are not available.

## Ship Maps

You will receive a map of the ship's layout upon check in. Should you require additional copies, please collect from Guest Services, Deck 5.

## Water & Soda Packages

Water packages and unlimited fountain soda packages are available for purchase from day 1 onwards at the Schooner Bar, Deck 6 or the Pool Bar, Deck 9.

## What's Included

Food outlets are included, except selected outlets where an additional dining fee may apply. Please check the daily Cruise Compass for detailed information. Water, lemonade, iced tea and brewed tea/coffee are available during meal times. Alcoholic beverages, sodas and specialty coffees are available at an additional fee. Check our bars for more details. All shows are included.

## Laundry Facilities

Should you require to utilize our laundry service onboard, kindly complete the laundry form in your stateroom and contact your stateroom attendant for collection. Fees and further information are detailed on the laundry request form. Please keep in mind that on formal nights due to a high volume of requests, your clothes will be delivered to your stateroom between 4:30 pm to 5:30 pm.

## Enchantment Day Spa

The Enchantment Day Spa is located on Deck 9 aft and is open daily from 8:00 am to 10:00 pm on port days and 8:00 am to 8:00 pm on days at sea. Please make your appointment by dialing 4850. The Enchantment Fitness Centre is open daily from 6:00 am to 10:00 pm and is located on Deck 10 aft. Please keep in mind that any cancellations will incur a fee of 50% of the treatment cost on your SeaPass card.

## Maintenance

To report any maintenance concerns, kindly call 1800.

## Guest Conduct Policy

The Guest Conduct Policy is intended to help ensure that all guests are able to participate in a safe and enjoyable cruise vacation and sets forth standards of conduct for guests to follow throughout their Royal Caribbean International cruise vacation, including transfers to and from ships, inside terminals, while onboard, at ports of call, during shore excursions and at our private destinations. This policy is not intended to be all inclusive, and it is likely there will be conduct issues that it does not specifically address. In that event, as in all others, guests are expected to follow the direction of the ship's Captain who will take appropriate action to ensure the safety, security and well being of our guests. In addition to this policy, guests are expected to comply with applicable laws of the various countries that they visit. Updates to the Guest Conduct Policy may be made between publications of this directory. Any updates to this Guest Conduct Policy are available for review on the Royal Caribbean International internet site.