



Quantum of the SeasSM

AS YOU DEPART

Dear Guest,

On the day of departure, enjoy breakfast in one of the available dining areas, and wait comfortably in one of our designated departure lounges (Royal Theatre or Café@Two70) Please note that the departure information will be displayed only in the designated departure lounges and the digital signage screens. No announcements will be made in public areas.

Breakfast is available:

- 6:00 am - 8:30 am Windjammer Marketplace, Deck 14
- 6:00 am - 8:30 am Café Promenade, Deck 4
- 6:30 am - 8:30 am Devinly Decadence, Deck 14
- 6:30 am - 8:30 am La Patisserie, Deck 4
- 6:30 am - 8:30 am Café@Two70, Deck 5
- 7:00 am - 8:30 am American Icon, Deck 4
- 7:00 am - 8:30 am Coastal Kitchen (Suites with Gold Card only), Deck 14

Guests are invited to relax in any of our public areas before they proceed to their designated departure lounges.

5 Steps As You Depart

Step 1: The Night Before

- Please take a moment to view the departure video on **channel 18** for an overview of the departure process.
- Attach one of the numbered tags, delivered by your Stateroom Attendant, to each piece of luggage.
- Place your luggage outside your stateroom **prior to 10:00 pm on the last day of the cruise**. Please make sure that you **DO NOT** pack your airline tickets, passport/proof of citizenship, medication and also remember to keep some clothes for departure morning. **Please be advised that there is no luggage assistance offered for guests placing their luggage outside their stateroom after 10:00 pm on the last evening of the cruise, therefore please keep hand luggage to a minimum as you will be required to carry this off yourself.**
- Please complete the Customs Declaration Form delivered to your stateroom. Additional forms are available from your stateroom attendant and at Guest Services Deck 4, Please hand carry all fragile items such as liquor, laptops, glass souvenirs, etc.
- Under no circumstances should you accept a parcel or piece of luggage that does not belong to you.
- **Guests settling their SeaPass® accounts with cash need to settle the account no later than 10:00 pm on the last night of your cruise vacation. If you would like to continue using your SeaPass card throughout the night, a cash deposit is required for the SeaPass® account to remain active.**

Steps 2 - 5 As You Depart continued..... Turn over →

SELF ASSIST PROGRAM

Please keep your luggage in your stateroom the night before departure and proceed between the following times to either the Royal Theatre Deck 5 Fwd or Two70, Deck 5 Aft.

Window 1: from 6:45 am to 7:45 am

Window 2: from 8:40 am to 9:00 am

Window 3: from 10:00 am to 10:20 am

Please be informed that no porters or assistance for luggage is available for guests that choose to participate in this program.

REGULAR DEPARTURE PROCESS



The regular departure process will begin approximately at 7:45 am. Please note the departure times order is subject to the flow of guests and luggage off the ship and processing of guests through Costumes and Border Protection. Departure times will be displayed in the designated departure lounges and the digital signage screens around the ship. There will be no announcements made in public areas.

DESIGNATED DEPARTURE LOUNGES:

Please see below departure lounges and meeting times for each of the luggage tag numbers.

APPROX. TIME	LUGGAGE TAG & ASSIGNMENT	WAITING LOUNGE
7:45 am - 8:00 am	1, 2 Suite & Pinnacle	Chops Grill, Deck 5
7:45 am - 8:00 am	3, 4 Guest with Tours	Music Hall, Deck 4
7:45 am - 8:00 am	5 Independent	Royal Theatre, Deck 5
7:45 am - 8:00 am	7 Guest with Transfer	Royal Theatre, Deck 5
7:45 am - 8:00 am	8 Guest with Transfer	Two70, Deck 5
8:00 am - 8:15 am	9, 11 Independent	Royal Theatre, Deck 5
8:00 am - 8:15 am	10, 12, 14 Independent	Two70, Deck 5
8:15 am - 8:30 am	15, 17, 19 Independent	Royal Theatre, Deck 5
8:15 am - 8:30 am	16, 18, 20 Independent	Two70, Deck 5
8:30 am - 8:40 am	21, 23, 25 Independent	Royal Theatre, Deck 5
8:30 am - 8:40 am	22, 24 Independent	Two70, Deck 5
9:00 am - 9:15 am	26 Guest with Transfer	Two70, Deck 5
9:00 am - 9:15 am	27 Guest with Transfer	Royal Theatre, Deck 5
9:00 am - 9:15 am	29, 31 Independent	Royal Theatre, Deck 5
9:00 am - 9:15 am	28, 30 Independent	Two70, Deck 5
9:15 am - 9:30 am	32, 34, 36, 38 Independent	Two70, Deck 5
9:15 am - 9:30 am	33, 35, 37 Independent	Royal Theatre, Deck 5
9:30 am - 9:45 am	39, 41, 43, 45 Independent	Royal Theatre, Deck 5
9:30 am - 9:45 am	40, 42, 44 Independent	Two70, Deck 5
9:45 am - 10:00 am	46, 48, 50, 52 Independent	Two70, Deck 5
9:45 am - 10:00 am	47, 49, 51, 53 Independent	Royal Theatre, Deck 5
10:20 am - 10:30 am	54, 56, 58, 60 Independent	Two70, Deck 5
10:20 am - 10:30 am	55, 57, 59 Independent	Royal Theatre, Deck 5



WHEELCHAIR ASSISTANCE Available at Jaime's Italian, Deck 5 AFT between 7:45 am and 10:00 am. Please note due to regulatory guidelines assistance can only be provided into the terminal building and depending on the number of requests a minimum waiting time of 60 minutes may be experienced. You may call 27341 to sign up for the service. Place your luggage outside your stateroom prior to 10:00 pm on the last night of the cruise and keep your hand luggage to a minimum as you or your companion will be required to carry this off.

Shore Excursions - Guests booked on tours with Royal Caribbean International will meet in Music Hall, Deck 4. Please refer to your Shore Excursions ticket.

Family Zone - Guests travelling with children are invited to Boleros Deck 4 with our Adventure Ocean Staff between 6:45 am and 9:30 am.

- **Suite and Pinnacle Members** - are welcome to wait comfortably at Chops Grille restaurant, Deck 5, from 7:00 am to 9:30 am. Breakfast will be served in Coastal Kitchen Deck 14, from 7:00 to 8:30 am.
- **Diamond Plus and Diamond Members** - are welcome to wait comfortably in the Diamond Lounge, Deck 4. We advise guests to proceed to the lounge 15 minutes before their departure number is called.
- **Consecutive Cruisers** - Guests who are continuing on Quantum of the Seas™ for another cruise vacation are requested to meet in Boleros, Deck 4 at 10:00 am. Guests who are taking a shore excursion or planing to spend the day in Bayonne, are invited to visit Boleros, Deck 4 to collect their "In Transit Card" and their new SeaPass Cards before going ashore.

Step 2: Morning of Departure

SeaPass accounts are automatically billed to your credit card. A statement of your account will be delivered to your stateroom on departure morning. For your convenience, accounts established with a credit card will remain active on departure morning for any last minute purchases. If you have any questions regarding your account, please contact Guest Services before 8:00 am on departure morning. Remember, you can review your folio at any time by using your staterooms TV. Please note that the Photo Gallery will be closed for sales on departure morning. Any purchases must be made before close of business on the last day of your cruise vacation.

Please be reminded that your SeaPass card is required as you depart the ship from the gangways located on Deck 5 mid ship

Step 3: Luggage Claim

Once inside the terminal, proceed to the luggage claim area designated for your luggage tag number and retrieve your luggage. Royal Caribbean International staff will be available for assistance and questions. Please be sure to check the personal name tags on your bags prior to claiming.

Step 4: Customs and Border Protection

IMPORTANT CUSTOMS INFORMATION:



All guests must present themselves to the United States Customs and Border Protection. This inspection will take place inside the terminal.

All guests must complete a United States Customs form before departure. Only one form is required per family members with the same last name and address. Please ensure that you have the form completed and signed before leaving the ship to ensure a quick departure. Additional forms are available at Guest Services - Deck 4.

- Please have all of your documents in hand and your passport open to the photo page. Anyone who has exceeded their exemption in merchandise, liquor or are carrying monies in excess of \$10,000 must present themselves to a United States Customs and Border Protection Officer in the terminal. By law it is imperative that you declare these items to the officials.

Customs allowance:

- \$800 in merchandise purchased onboard.
- 1 carton of 200 cigarettes, Guests must be 18 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.
- 100 cigars - must be 18 years or older. No Cuban cigars are permitted into the United States.
- 1 liter of alcohol - must be 21 years or older.
- Applicable internal revenue taxes and duties will be assessed on any overages.

Confiscated Items

- To reclaim prohibited items collected from you on boarding day, please present your receipt to the Security Guard at the exit of the terminal, after you have completed the Customs and Border Protection inspection.

Step 5: Transportation/Onshore Connections

Once you have cleared Customs and Border Protection inspection you are free to proceed outside the terminal where transportation will be available.

Guests with pre-purchased transfers to the Airport, Post Hotel Packages or tours booked with Royal Caribbean International will board the busses in front of the terminal. Royal Caribbean International Staff will be available to guide and assist our guests.*

Guest satisfaction Survey 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 take approximately 7-10 minutes to answer.

On behalf of Royal Caribbean International, we would like to thank you for cruising the onboard the Quantum of the SeasSM. We look forward to welcoming you back on Quantum of the SeasSM or another Royal Caribbean International ship in the near future. Have a safe journey home!