

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 21 years old. Photo identification will be checked. Minors are not allowed in bar areas. Our staff have 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 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 cruisers, 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.

Billiard Tables – Please be advised that the billiard tables are available for the enjoyment of our adult guests only (18 years of age and older please). However, we have designated playing time for our 12-17 year old guests from noon-1:30 pm when at sea and 11:00 am-12:30 pm on port days. Children are not allowed to play outside of these hours unless accompanied by an adult and please note that the billiard tables are for adults only every evening from 10:00 pm onwards. If busy, please limit playing time to 30 minutes.

Broadcast Television – Royal Caribbean International is proud to offer the following licensed satellite programming available in international waters: CNN International, CNN Espanol, ESPN International, TNT, TCM, Cartoon Network, Boomerang and Bloomberg TV. (Domestic broadcast feeds can only be legally broadcast within 12 miles of the United States coastline.) Brief moments of satellite signal loss can be expected at anytime - an inevitable consequence on a moving ship. In addition, some major sporting events may not be available due to blackout and broadcast rights restrictions. We hope you enjoy the widest variety of stateroom television entertainment available at sea!

Crown & Anchor Society – For information or to enroll, see our Loyalty Ambassador on Deck 12. Learn more about our newest cruise vacations to the Caribbean, Alaska, Europe, Asia, South America and Hawaii.

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 – With seasonal viruses appearing in the United States, Europe and around the world, Royal Caribbean International, working in conjunction with the Centers for Disease Control, has instituted enhanced cleaning procedures onboard all of our ships. You will likely see some of these activities during your cruise vacation. Medical experts strongly suggest travelers pay close attention to washing their hands. The experts tell us that the best way to prevent colds, flu, and gastrointestinal illnesses is to simply wash your hands thoroughly with soap and hot water after bathroom breaks and again before eating anything. Your cooperation and assistance with this matter would be greatly appreciated. For your convenience, complimentary consultation and treatment by the Medical Facility is available for gastrointestinal symptoms.

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

Lost and Found – All lost and found items must be claimed by guests each cruise vacation from the Guest Relations Desk, Deck 4. All unclaimed items will be donated to local charities at the end of each cruise vacation. Guests are encouraged to utilize in-stateroom safes and safety deposit boxes to secure all valuables.

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 regular hours, charges are modified to compensate for in-stateroom visits or medical attention rendered at any location after hours.

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, 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 and 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 e-mail, or monitor stocks. Royal Caribbean International Wi-Fi is also now available on this ship. Pick up a brochure at the Guest Relations Desk 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.

Serenade 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. Therefore, to provide an onboard environment that also satisfies smokers, we have designated smoking areas in many of our lounges and on the starboard side of open air decks and balconies. Royal Caribbean International kindly asks all guests to please observe the non-smoking areas and to refrain from smoking pipes or cigars or chewing tobacco in any of the public areas. Guests are welcome to enjoy pipes and cigars in the Hollywood Odyssey/Cigar Bar (Deck 13) every evening from 9:00 pm - late. These requests are made to provide a comfortable shipboard environment for everyone. Smoking is not permitted inside any guest stateroom; however guests with balconies may smoke on their balcony. If a guest is in violation of this policy a fee of \$250 will be applied to their SeaPass card.

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.

BEHIND THE NAME TAGS



STIG NILSEN, CAPTAIN

With his varied seafaring experience, Captain Nilsen is well prepared to command the Serenade of the Seas, having served 30 years at sea. Born on the North Coast of Norway, he began his sailing career on a deep sea fishing vessel and took command of his first ship in the Arctic Ocean at the age of 24. After attending the Merchant Marine Academy in Norway, he worked on the S/S Norway for six years. In 1986, he returned to the fishing industry to take command of one of Norway's biggest factory ships, the M/S Leiranger. On this ship, in the high latitude of 81° North on the 25th of January, 1987, he conducted a rescue operation, saving 50 crew members off of two Danish ships from being crushed by drifting ice packs. He joined Royal Caribbean International in 1994 and has served on all the Sovereign class vessels and the Splendour of the Seas. In his spare time he makes his home onboard a retired Swedish minesweeper, the HMS Gassten, that he lovingly restored over the course of the last three years. Captain Nilsen welcomes you aboard and wishes you a memorable cruise vacation.



DENNIS CHARLES, CRUISE DIRECTOR

Dennis comes to us from Kenosha, Wisconsin. He started his career at the tender age of 16 when he was selected as one of the state's finest young entertainers. Dennis traveled with other kids from Wisconsin for three years, being the student leader for his last year. He performed at Opryland United States for two years and was a featured entertainer at Great America and Walt Disney World. Dennis started on cruise ships in 1983 as an entertainer on a six-week contract. Now 25 years later he calls Serenade of the Seas home. He has been Cruise Director for Royal Caribbean International, American Hawaii Cruises, Celebrity Cruises and Seabourn Cruises. He also worked shoreside in the entertainment office for Cunard Cruise Line and was part of the start-up management team for the Queen Mary 2. Dennis loves life at sea. He looks forward to meeting all of our new guests and returning family members and wishes everyone a great cruise vacation and "welcome aboard".



PHILLIPA LYDER, LOYALTY AMBASSADOR & FUTURE CRUISE CONSULTANT

Phillipa Lyder is from the vibrant twin island republic of Trinidad and Tobago in the Caribbean. After graduation she began a career in Marketing and Public Relations in the entertainment and hospitality industry. After a three year contract working with the Government of Trinidad and Tobago, Phillipa wanted to broaden her horizons so she left her home shores and set sail on a royal journey which, six years later, has brought her here to Serenade of the Seas as your Loyalty Ambassador. Phillipa looks forward to meeting you.



ADRIANA TIBAUO, HOTEL DIRECTOR

Adriana was born in Catania, Italy as the youngest of five children. Her family relocated to New York at the age of five. During her journey into the United States, Adriana developed a love for aviation and decided to engage a career in the Airline Industry. She made her dream come true and has worked for ten years as a flight attendant, traveling extensively throughout the world. During her 25 years in the travel, tourism and hospitality industry, she resided in Saudi Arabia, Europe and in the United States. In 1988 she started a career with the Walt Disney World Company, being involved in the opening of resorts, theme parks and cruise line. Thanks to her constant drive for excellence she worked her way up to the position of General Manager. Adriana joined Royal Caribbean International at the beginning of 2003. Amongst her many interests are criminal law, as well as navigating single and twin-engine airplanes. With great honor Adriana welcomes each guest as part of our family onboard our lovely home, the Serenade of the Seas and wishes you a wonderful and memorable cruise vacation.



MARCO MARZOCCHI, CHIEF ENGINEER

Chief Engineer Marco Marzocchi was born in Genova, Italy. After he graduated from the Marine Academy in 1983 at the age of 19, he started his sea career as a cadet in the Italian Marine Navy. In 1985 he joined Costa Cruise Line where he served for 10 years and climbed the ranks to become a 1st Engineer. It was in 1995 that Marco joined Royal Caribbean International's Legend of the Seas as a 1st Engineer and in 1997 was promoted to Chief Engineer Jr. In 2001 he was part of the start up Engineering Team for Serenade's sister ship, Brilliance of the Seas. Today, he serves as our Chief Engineer onboard the beautiful Serenade of the Seas. When he is not sailing the world's oceans, he is busy restoring old cars in his garage, skiing, and playing soccer with his kids.



MARKUS JUEN, FOOD & BEVERAGE MANAGER

Markus grew up in the small skiing resort Schruns, in Austria. He started his career in the hospitality business as an apprentice at a local hotel. Following his graduation from Hotel Management School Schloss Hofen, he worked for several of the top hotels in the Austrian Alps. To further advance his career he decided to leave home and joined the Sovereign of the Seas in 1991. He has worked on several Royal Caribbean International ships and worked his way through the ranks to now serve as your Food and Beverage Manager. He is very proud to be a part of the Serenade of the Seas team and he and his entire F&B Team – Culinary, Restaurants and Bar wish you a pleasant and enjoyable cruise vacation.