

# USEFUL INFORMATION

**Alcohol-Free Zone** – We ask parents to please be aware that the areas at and around Adventure Ocean and the Arcade located on Deck 10 forward are strictly alcohol-free zones. We ask that you please respect our youth activities areas.

**Broadcast Television** – Royal Caribbean International is proud to offer licensed satellite programming available in international waters from broadcasters including BBC, CNN and local networks. Brief moments of satellite signal loss can be expected at any time – 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.

**Cruise Services Directory** – Found in your stateroom, the Cruise Services Directory contains answers to frequently asked questions, a telephone directory and a Room Service menu.

**Entertainment Seating** – Please remember no saving of seats. We also kindly ask that all children sit with their parents.

**Gambling & Beverage Age Policies** – The minimum drinking age for all alcoholic beverages on Royal Caribbean International ships sailing from North America is 21. The minimum drinking age for all alcoholic beverages on Royal Caribbean International ships sailing from South America, Europe, Asia, Australia and New Zealand is 18. In certain circumstances where local laws permit or require, Royal Caribbean International may modify this policy which may also require parent/guardian request/authorization. Guests may contact Guest Services or refer to the Cruise Compass for specific minimum drinking age information on their cruise vacation. Guest must be 18 years old to gamble in the casino. Our staff has been instructed to ask for proof of age. Thank you for your cooperation.

**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 • Verbal abuse • Violent and/or unruly behavior • Excessive, offensive language • Possession of an illegal substance • Vandalism

**If Royal Caribbean International determines that 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 of call. Please make sure to familiarize yourself with these guidelines. A copy can be obtained at Guest Services, Deck 5 or in the Cruise Services Directory. Solicitation is not permitted onboard as it is considered a disturbance to other guests. Guests found soliciting will be asked to cease the behavior and all collateral (if any) will be confiscated and discarded. Continued non-compliance will result in departure of the guest from the ship at the next port of call.**

**Helpful Health Information** – Norovirus: 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 its 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.

**Liquor/Tobacco Policy** – Royal Caribbean International apologizes for any inconvenience but due to our regulatory and licensing requirements guests are not permitted to bring alcoholic beverages onboard; with the exception of embarkation day when guests are permitted to bring onboard with them up to two (2) bottles of wine (which are subject to a corkage fee) per stateroom. Security may inspect containers (including water bottles, soda bottles, mouthwash, canteens, etc.) at any time and will dispose of alcohol concealed in such containers. Alcoholic beverages that are purchased from onboard shops or in ports of call (which must be presented to security upon re-boarding), will be secured by ship's personnel. Alcohol secured by ship's personnel will be returned to guests just prior to the conclusion of their cruise vacation. Guests who are under the permitted drinking age will not have alcohol returned to them.

**Medical Care** – Medical facility charges are based on United States Government Medicare Physician Fee Schedule rates. Guests who wish to be seen outside of the posted hours will be charged an additional fee of \$30. The Medical Facility is located near the portside stairs/elevators on Deck 1 aft. Tours of the Medical Facility are not permitted.

**Prepaid Gratuities** – For your convenience, the suggested guideline for gratuities is \$11.65 per guest per day, \$13.90 for our suite guests for the Stateroom Attendant and dining room staff who will serve you this cruise vacation and may be charged to your SeaPass account. Contact Guest Services on Deck 5, before noon on the last day of your cruise vacation.

**Radios, Tape Recorders and CD Players** – Please refrain from using radios, tape recorders or CD players in public areas unless used with headphones. Also, for the enjoyment of all guests, please refrain from the use of cell phones, walkie-talkies and hand-held radios during all show performances and in all dining venues.

**royal caribbean online™** – Check stocks or e-mail a friend for a nominal charge. Twenty-four-hour access. Located on Deck 8.

**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.

**Smoking Policy** – For the comfort and enjoyment of our guests, this ship has been primarily designated as a non smoking ship. However, we recognize that some of our guests smoke. To improve our guests' cruise vacation experience we have designated the following smoking areas: Casino Royale, (Exception on Formal Nights and Day 6) Deck 5, Cigar Bar/Library, Deck 7 after 9:00 pm, Top level of Viking Crown on Deck 12 from 10:00 pm - 6:00 am, Stateroom balconies, Open deck areas on the starboard side (right hand side of the ship facing forward) Decks 5, 9 & 10

**Swimming Pools** – Please be advised that the Solarium and Solarium hot tubs on Deck 9 are for adults only. All families and children are welcome to use the main pool on Deck 9. In case of inclement weather, the Solarium pool may be opened for families from noon - 2:00 pm and from 4:00 pm - 6:00 pm. Guests under the age of 16 wishing to enjoy the main poolside hot tubs must be accompanied by a parent or guardian. In the interest of public health, children in diapers or who are not toilet-trained are not permitted in the swimming pools or hot tubs at any time. We thank the parents/guardians in advance for helping us to enforce these guidelines. If a lounge chair remains unoccupied for 30 minutes or more, our Deck Patrol has been instructed to remove the towels and personal effects. This policy enables all guests to share equally in the enjoyment of the facilities.

**Telephone Calls** – Calls can be made directly from your stateroom. Dialing instructions are located next to your telephone. The telephone rate is \$7.95 per minute and charges will be billed to your SeaPass card. Friends and family can call you from home. Give them this number: 1-888-RC4SHIP or 1-888-724-7447.

**United States Department of Agriculture Warning** – In ports of call, please remember to eat and drink safely. To avoid illness, drink only bottled water, carbonated beverages and beer or wine with no ice. Eat only cooked meat, poultry and seafood and avoid any dairy products and raw fruits and vegetables. Please be advised that guests are not permitted to bring any food off the ship. Any violation of this policy may result in a fine. Thank you for your cooperation.

**United States Public Health and Centers for Disease Control Regulation Information** – Animal food such as beef, eggs, lamb, milk, pork, poultry or seafood that is raw or undercooked significantly increases risk to vulnerable and immunodeficient guests.

**Video and Tape Recording Policy** – With respect to artists' rights, we kindly remind our guests that video and audio recording are not allowed during show times.

**Vision Day Spa and Fitness Classes** – Any cancellations must be made 24 hours before appointment to avoid a 50% charge.

**Wake-Up Calls** – Press "Wake-up" button, wait for voice prompt, then dial the four digits for the time you wish to awake, then one for am and two for pm. Enter one to confirm the wake-up request. For example:

6:15 am = "Wake-up" button (voice prompt) + 0615 + 1 + 1

1:30 pm = "Wake-up" button (voice prompt) + 0130 + 2 + 1

**Youth Evacuation Plan (YEP)** – All children ages 3-11 years must wear a YEP wristband indicating their assembly station at all times. If your children are participating in an Adventure Ocean program, our highly trained Youth Staff will take them to meet you at your assembly station. All children will be supervised until they are reunited with their parents or guardians. Children who do not already have their YEP wristbands may obtain them at the Guest Services Desk on Deck 5 or from the Youth Staff at Adventure Ocean activities.