

FREQUENTLY ASKED QUESTIONS

Below are the answers to some frequently asked questions. They are organized alphabetically by topic.

QUESTION	ANSWER
AIR ARRANGEMENTS	
Can airport transfers be purchased separately for cruise only Guests?	Yes. This service is called Guest Transfer Services. For details see Air Arrangements & Transportation, pg. A18.
Can I end my cruise vacation at a port other than the final port listed on my itinerary?	No.
ALCOHOLIC BEVERAGES	
What is the minimum drinking age onboard?	The minimum drinking age for all alcoholic beverages on all Royal Caribbean International® ships is 21. However, on cruises departing from Asian, Australian, European and South American countries, where the legal drinking age is typically lower than 21, a parent sailing with his or her son(s) and/or daughter(s) who is(are) between the ages of 18 and 20 may sign a waiver allowing the 18-to-20-year-old to consume alcoholic beverages. The 18-to-20-year-old must comply with Royal Caribbean's policies, including, among other things, agreeing to not provide alcoholic beverages to any other person, regardless of age. Restrictions apply, and this policy is subject to change without notice. An individual's age on the date of sailing determines his or her status for the entire cruise vacation.
What is the policy on alcohol consumption?	Guests are not allowed to bring alcoholic beverages onboard for consumption or any other use. Alcoholic beverages that are purchased in ports of call or from onboard shops will be stored by the ship and delivered to guest staterooms on the last day of the sailing. Security may inspect containers (water bottles, soda bottles, mouthwash, luggage, etc.) and will dispose of containers holding alcohol. Royal Caribbean's Guest Conduct Policy may be enforced, up to and including disembarkation, if a guest violates any alcohol policy. Guests under the age of 21 will not have alcohol returned to them. Guests who violate any alcohol policies (overconsuming, providing alcohol to people under age 21, demonstrating irresponsible behavior, or attempting to conceal alcoholic items at security and/or in luggage, at checkpoints or any other time) may be disembarked or not allowed to board, at their own expense, in accordance with our Guest Conduct Policies. Royal Caribbean reserves the right to revoke or otherwise restrict the drinking privileges of any guest, regardless of age.
ANIMALS	
Can I bring my pet?	No.
Can I bring a service animal?	Yes. Please contact the Access Department at 1-866-592-7225.
BICYCLES	
Can I bring a bicycle onboard?	No.
Can I rent a bicycle from the ship?	No.
Can I rent a bicycle in port?	Yes, in most ports.
BOARDING INFORMATION	
What time can I board the ship?	Boarding times may vary by itinerary. Check documents for specific times.
Can I check in online?	Yes. You may complete online check-in at www.RoyalCaribbean.com/onlinecheckin up to 3 days prior to sail date.
What do I need to board?	Bring your completed cruise documents and appropriate proof of citizenship. It is the responsibility of the guest to identify all travel inoculation and health requirements and necessary travel documents.
CASINO	
What is the minimum age to play?	18. (The age is 21 on ships sailing to Alaska.)
What is the minimum bet?	\$0.01 Slots (on some ships); \$0.05 Slots; US\$5 Tables; US\$2 Roulette.
What kinds of games are available?	Blackjack, Roulette, Caribbean Stud Poker, Let it Ride (available on most ships), Craps, 3 Card Poker, Slot Machines.
Is the casino open while the ship is in port overnight?	Only in Nassau, CocoCay®, Labadee® and St. Croix – and on certain itineraries.

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CHILDREN	
What is the minimum age for infants to sail?	Six months old as of the first day of the cruise/cruisetour. For selected cruises/cruisetours, infants (as of the first day of the cruise/cruisetour) must be at least 12 months old. For details visit: www.RoyalCaribbean.com/agepolicy
Do you have a special children's menu?	Yes.
What entertainment is there for children?	Adventure Ocean® Youth Program.
Can a child wearing diapers enjoy the pool or whirlpool?	No. Public health laws prohibit use of pools and whirlpools by children in diapers and who are not toilet-trained.
What if I am traveling with a minor for whom I am not the parent or legal guardian?	All nonfamily children under the age of 18 must have a notarized letter from one parent or guardian authorizing sailing with the family, plus authorization to allow emergency medical treatment and permission to sign waivers on behalf of the minor (FlowRider®, inline skating, ice-skating, rock climbing, bungee trampoline). The specific activities permitted must be noted on the letter. Grandparents or any other relatives cannot be a substitute for a parent. All school groups or Quinceañera groups traveling with a chaperone must have waivers pre-signed. These waivers can be given to the Group Leader or Travel Partner from their Groups Agent at Royal Caribbean International.
CONFERENCE FACILITIES	
Are there meeting facilities onboard?	Yes, state-of-the-art modular conference centers.
What equipment is available?	Overhead projector, slide projector, TV, VCR, flip charts, laser pointers and more (varies by ship).
What is the capacity of the conference rooms?	Up to 400 (varies by ship). For details, see "Fleet Guide" Tab
CURRENCY	
Can foreign currency be exchanged onboard?	Yes, at Guest Relations, but only on certain itineraries and certain currencies .
DINING	
What are my Group Dining Options?	Group Dining is available in our Main Dining Room or in one of our Specialty Restaurants (see pg. 178-179 for Specialty Restaurant fees). Groups can dine round robin if group pre-pays gratuities.
Is there a dress code in the dining room?	Yes. At no time are bare feet or bathing suits allowed; no shorts during dinner.
Are there highchairs available in the dining room?	Yes.
Are there casual dining options available at dinner?	Yes. Casual dining is available every evening in a variety of venues and varies by class of ship.
DOCUMENTS	
Can I make a name change to a guest listed on a booking?	Name changes or substitutions can be made to all but one of the original names listed on a booking until the voyage closes. If documents have been issued, air assigned, or if you are within 35 days of sailing, a document reissue fee will be charged, and additional air charges may apply. No name changes or additions are permitted on the sailing date.
If visiting a foreign country, do I need to clear Customs at each port?	No. We handle Customs details at each port.
Do I need a visa to visit Russia?	Yes. However, if you have prepurchased a shore excursion in Russia through Royal Caribbean, we handle all of the necessary visa paperwork.
Do I need a visa to visit Asia?	Guests will be required to secure all required visas based on their nationality and sailing itinerary, with the exception of visas for Cambodia and Vietnam. For those calling on Cambodia and Vietnam, the ship will assist all guests required to secure a visa for these countries, and charge each guest's SeaPass® account a one-time charge of US\$28 for a Cambodia visa, and US\$25-US\$35 for a Vietnam visa. (A small processing fee is included in the prices reflected by our local representative.) Guests who may have already purchased a Cambodia or Vietnam visa on their own will not have their SeaPass account charged. Charges made in error in this regard will be reversed by the ship staff when brought to their attention by the guest.
Does the name on my reservation need to match the name on my passport?	Yes. It is important that the name on your reservation be exactly as it is stated on your passport or other official proof of nationality. If your name has changed since your document was issued (e.g., marriage/divorce), it is required that you update the document with the new name or provide an official supporting document of the name change. Otherwise, it may result in delay or possible denial of boarding.

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QUESTION	ANSWER
DOCUMENTS (continued)	
How can I secure bag tags before I leave home?	Royal Caribbean International now offers a complimentary Luggage Tag Mailer program for all qualified eDoc guests from the United States & Canada to save time at the pier and expedite onboard luggage delivery. Each Luggage Tag Mailer contains eight (8) color coded tags per booking, specific to their ship, sailing date and stateroom assignment. To qualify guests must have been issued and have an assigned stateroom. Or, if booked under a Guarantee, have been advised of a stateroom assignment and are in possession of cruise documents. Bag Tag Mailers must be ordered no later than 14 days prior to the sailing date. Partners who make a booking using Amadeus or Royal Caribbean Reservations can provide their guest's home mailing address at time of booking. If their client doesn't request their luggage tags on RoyalCaribbean.com by 14 days prior to sailing, then the luggage tags will be mailed to the their client's home starting at 13 days prior to sailing. Travel Partners who have provided us with their client's mailing address sometime during the booking process, but no later than 14 days prior to sailing can expect to receive the Luggage Tag Mailer approximately seven (7) days prior to the sailing date (assuming that the guest didn't already request the luggage tags online).
Can I still receive paper documents?	Yes. Paper documents are still available (subject to change without advance notice) for an additional production and shipping fee of \$35 per set of documents (fee subject to change) and must be issued no later than 30 days prior to the sailing date.
ENTERTAINMENT	
Is there a minimum age for the disco?	18.
What are the age limitations for the teen disco?	13-17.
Are teens allowed in the adult disco when accompanied?	No.
Is ballroom dance music offered?	Yes, but it depends on ship and itinerary length.
Are there shows while we are in port overnight?	Yes (with the exception of Bermuda).
Is there anything done for special events, (e.g., the Super Bowl)?	Yes (varies by event).
Are there special events for honeymooners/singles/etc.?	Yes.
Do I need to bring towels for the pool?	No. Towels are provided.
Does Royal Caribbean provide beach towels?	Yes, special large beach/pool towels.
What kind of theme events are there?	Big Band, Country and Western, Dancing through the Decades, Dancing under the Stars, Ladies' Night, Latin Fiesta, Rock 'n' Roll, '70s Disco Fever (varies by itinerary).
Are there movies onboard?	Yes, first-run movies on TV in your stateroom. (Radiance-class ships have cinemas.)
Are there shops onboard?	Yes, duty-free shops (closed while in port).
Where can I find information on available tours?	At the Explorations! Desk onboard in the information sent with cruise vacation documents and on our website.
Can we get a tour of the bridge?	No.
Are there TVs in every stateroom?	Yes.
Is there a basketball court?	Yes. There are basketball courts on <i>Freedom of the Seas</i> , <i>Liberty of the Seas</i> , <i>Independence of the Seas</i> , <i>Majesty of the Seas</i> , <i>Mariner of the Seas</i> , <i>Monarch of the Seas</i> , <i>Sovereign of the Seas</i> , <i>Voyager of the Seas</i> , <i>Explorer of the Seas</i> , <i>Navigator of the Seas</i> , <i>Brilliance of the Seas</i> , <i>Adventure of the Seas</i> , <i>Serenade of the Seas</i> , <i>Jewel of the Seas</i> , <i>Radiance of the Seas</i> , <i>Allure of the Seas</i> and <i>Oasis of the Seas</i> .
Are professional photographers onboard?	Yes, we have a variety of photographic opportunities throughout the cruise.
FOOD AND BEVERAGE	
Do you have kosher meals?	Only if special arrangements are made in advance. There is a minimum 45 day advance notice for kosher meals requests on all North American itineraries. Europe and Hawaii require 90 days notice. Australia and Asia itineraries require 12 weeks advance notice.

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*Please contact the Access Department by sending an email to special_needs@rccl.com. Please provide your reservation ID number, vessel name and voyage date. For guests with special food needs/requirements please send an email to special_needs@rccl.com.

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QUESTION	ANSWER
FOOD AND BEVERAGE (continued)	
Which beverages are complimentary?	Freshly brewed regular and decaffeinated coffee, assorted teas, iced tea and lemonade in our restaurants. Juices are complimentary during breakfast.
Do you have any drink packages?	Yes, we offer several Beverage Package Options for soda, bottled water, wine, liquor and more, that can be customized for your group. See pg. 172-173 for details.
Is Room Service complimentary?	Yes, except after midnight. After midnight, a small fee of \$3.95 will apply. (Fee subject to change)
HEALTH AND FITNESS	
Do you offer spa and salon services?	Yes.
Is there a gym onboard?	Yes.
HOLIDAYS	
Thanksgiving/Christmas: Is there a special meal?	Yes.
New Year's Eve: Is there a party?	Yes.
Is there a rabbi onboard?	Yes, but only during Passover and Hanukkah (when it coincides with Christmas).
Is there a Seder performed during Passover?	Yes. The food is kosher-style and is not cooked under Rabbinical supervision.
Are religious services held onboard?	There is an interdenominational service every Sunday and a Sabbath service every Friday. On Passover, Easter, Christmas and Hanukkah (when it coincides with Christmas), holiday services will be available.
ICE SKATING, ROCK CLIMBING AND FLOWRIDER	
What do I need to bring in order to ice skate?	All guests must wear pants that are at least calf length.
Do I have to sign documents for rock climbing, ice-skating and the FlowRider?	Yes. You can sign release forms for rock climbing, ice-skating and the FlowRider [®] before you sail or onboard.
INSURANCE	
Is cancellation coverage available?	Yes. Our CruiseCare [®] Vacation Protection Plan provides cash reimbursement of nonrefundable cancellation penalties should you cancel your cruise for certain specified unforeseen circumstances—up to the total value of your cruise. As a special feature, if you voluntarily cancel your cruise for any reason not covered by the insurance portion of CruiseCare, Royal Caribbean will give you 75% of the normally nonrefundable cancellation charges in future cruise credits. (See pg. A8 for other benefits and more information.)
Will I need any extra insurance?	Because our liability for loss or damage is limited by the Cruise Ticket Contract, we recommend that all Guests check their own insurance coverage. For greater peace of mind, Royal Caribbean's CruiseCare Vacation Protection Plan offers affordable medical, travel and baggage coverage for the duration of your cruise vacation. For more information please see pg. A8.
Is there any baggage protection?	See CruiseCare section on pg. A8.
MAILING AND BUSINESS FACILITIES	
Where can I buy stamps?	Guest Relations.
How do I mail my letters?	Dropoff box at Guest Relations.
Is there a Business Center available?	Yes, there are limited services available. Contact your Corporate Incentive Sales and Service Team for more information.
Is Internet access available?	Yes. We offer Wi-Fi connectivity on all ships in selected hotspots onboard each ship. These hotspots vary by ship class. Guests need to use their own laptop but can rent Wi-Fi cards if their laptop does not have one. All ships have an Internet café onboard. royalcaribbean online SM provides Guests access to e-mail and the Internet for a small fee. In addition, all Oasis- Freedom-, and Radiance-class ships have Internet connectivity available in staterooms for an additional fee. See pg. 189 for details.

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OFFICERS' NAMES	
How do I find out the names of the officers onboard the ship?	Senior officers are listed in the <i>Cruise Compass</i> on Day 1.
SAFES/SAFETY DEPOSIT BOXES	
Are there safes in the staterooms?	Yes, in most (see Ship Layouts for specific staterooms).
Are safety deposit boxes available?	Yes, at Guest Relations.
How much does a safety deposit box cost?	Free, unless key is lost (US\$25 charge).
SAFETY	
Is there a safety drill done onboard?	Yes. A lifeboat safety drill, called "mustering," is done on every sailing.
SHORE EXCURSIONS	
Where can I find information on available shore excursions?	On our website and at the Explorations! Desk onboard. Guests will also receive a sampling of available excursions applicable to their itinerary with their Cruise Vacation Documents. Individual brochures will no longer be provided. For Group Shore Excursions or if you are interested in customizing a group event onshore, please contact our Group Shore Excursion Team at groupshoreex@rccl.com or fax 305-579-0193.
Can shore excursions be prepurchased?	Yes. You can purchase individual shore excursions online up to 10 days prior to sailing. After this point guests must book onboard the vessel on a first-come/first-served basis.
Are there any onboard talks or lectures about the places I will be visiting?	Yes. There is a port lecturer onboard each ship.
SKATES	
Can I skate on deck?	No, but <i>Voyager of the Seas</i> , <i>Explorer of the Seas</i> , <i>Adventure of the Seas</i> , <i>Navigator of the Seas</i> and <i>Mariner of the Seas</i> feature an in-line skating track.
STATEROOM, BATHROOM	
How big is the bathroom?	Approximately 3' x 5'8", standard stateroom.
Do you supply shampoo/conditioner/soap?	Regular staterooms have shampoo and soap; suites also have conditioner.
What is the height of the shower?	Showers are European telephone-style, adjustable from 1.4 m to 1.9 m, or 6'2", max. clear height. Someone taller than 6'2" will fit in the shower but will likely have to duck to get his or her head under the running water.
Do you provide shower benches?	Yes, upon request.
Do you provide nonslip mats?	Yes, upon request.

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STATEROOM, BED	
How thick is the mattress?	6" (11" on <i>Monarch of the Seas</i>).
What are the measurements of the beds?	78.5" x 33.5" x 6" (standard twin bed).
What kind of mattress?	Pillowtop mattress.
What kind of pillows?	Microfiber pillows.
What kind of blankets?	Plush duvet with cover.
What kind of sheets?	220-thread-count cotton-blend sheets.
Are there alternatives (for pillows) if necessary?	Yes. We have feather pillows and down pillows upon request.
Do you have bed boards?	Yes, upon request.
How are the beds laid out?	Couch style - some L-shaped; some parallel.
Do the beds convert to queen-size?	Yes, except where noted on deckplans.
Can we get an extra mattress if necessary?	Yes.
Are there bed rails for the upper berths?	Yes.
For the upper berths, what are the height and weight limitations?	There is no height restriction on the Pullman berths, but the bed length is 1.98 m (76"). Max. weight is 300 lbs.
STATEROOM, OTHER	
Do the staterooms have minibars?	Only on Oasis-, Freedom-, Voyager- and Radiance-class ships.
Are there refrigerators in the staterooms?	In most suites and in all accessible staterooms.
Do you provide extension cords?	No, unless for medical reasons.
Do you provide adapters?	No, unless for medical reasons.
Do you provide hair dryers?	Yes. All Royal Caribbean ships provide hair dryers.
Are there TVs in every stateroom?	Yes.
Are there irons and boards in the stateroom?	No, but there is a full laundry service onboard.
Can I bring my own iron onboard?	No. For safety reasons irons are not permitted.
Is it possible to have a private party in my stateroom, with snacks, etc. served?	Yes. Call Room Service (there will be a charge).
What size is the balcony?	Ranges from 11' x 5' to 16' x 5'
SURFBOARDS	
Can I bring my surfboard?	No, but surf and boogie boards are provided onboard when using our FlowRider® on Freedom- and Oasis-class ships.
WEATHER	
How do I find out about the weather in...	General weather guidelines can be found on the front page of the <i>Cruise Compass</i> .
WEDDINGS	
Can we have a wedding onboard?	Yes. Special arrangements can be made through Royal Romance® at 1-888-WED-RCCL or 1-888-933-7225. Available in many ports. Please visit our website for more information.
Is the Captain authorized to perform marriage ceremonies?	No.
WINE, BEER AND LIQUOR FOR GROUPS	
What is the beverage policy for Groups?	See pg. 172-173 for information on our beverage package options.