



General information

What kind of clothes should be brought on the cruise?

Clothes selection is no problem if you remember to pack three types of clothes:

- casual holiday wear for during the day,
- stylish leisure wear for sightseeing or shopping
- and evening dress.

It depends on the respective cruise as to how many evenings you will require to pack casual, stylish or elegant evening wear. Here are some general tips: On board we recommend flat, comfortable shoes and sufficient swimwear so that you always have something dry. On land you also require comfortable walking shoes and head covering to protect against the sun. When visiting museums, mosques, temples and churches dark clothes are appropriate and often even essential. Ladies should wear skirts or trousers that cover knees, sleeveless tops and shorts are not permitted. On a 7 night standard cruise there are two formal evenings, one informal evening and four casual evenings. We recommend the following evening dress:

Casual evenings – a casual combination of shirt and trousers for gentlemen, for ladies a combination of trousers and top or skirt and blouse.

Informal evenings – ladies should wear a dress or a trouser suit, gentlemen a sports jacket or blazer.

Formal evenings – cocktail or evening dress for ladies, suit and tie or dinner jacket for gentlemen.

Weather

Cruises call at a variety of destinations in various continents; the weather will also differ greatly depending on the region. Some destinations are in the tropics where there is heavy rain in certain seasons and high winds (sometimes hurricane force). Royal Caribbean declines liability for unfavorable weather during your cruise.

What does the purser's desk do?

All ships have a purser's desk which is manned around the clock for you, takes care of your banking business and post, advises you in customs and entry matters and administers lockers.

When can one go on board ship?

Arrival on board depends on the itinerary. Please refer to your travel documents for the time specified at which you should go on board. You yourself are responsible for being on board punctually unless you are using the Royal Caribbean transfer. Should you not be on board two hours prior to the scheduled cast-off time, Royal Caribbean International is entitled to assume that you do not wish to join the cruise. Your booking will then be cancelled and a cancellation fee of 100% will be due. Please note that due to security reasons you are not allowed to bring visitors on board in any port of call.

To make your check-in as easy as possible we recommend that you communicate your passport details to

Royal Caribbean already prior to departure.

How and where can checking-in take place on arrival?

Simply entrust your travel documents to a Royal Caribbean employee in the departure terminal. As soon as all necessary formalities are completed you may go on board. You will then receive your guest cruise card (board card) that you will need every time you go on board. It is at the same time your cabin key – please therefore look after it carefully. It is also used as the card for your super charge account for purchases made on board and is required for table reservations at meals. As a rule you will receive your luggage within two hours after going on board; it will be brought to your cabin by a steward.

Can one change cabin after arriving on board?

On arrival on board or at the beginning of the cruise you may change to a higher grade cabin if such a one is available. The difference to the full specified cruise price should be paid on the spot in cash or with traveler's cheques.

How purchases on board are paid for?

The valid currency is the US dollar. On all Royal Caribbean ships there is the Sea Pass system, a cashless method of payment. On presentation of a valid credit card on board a Sea Pass account will be set up for you. The amounts on this account will then be automatically debited from your credit card account. At the end of the cruise a detailed itemized bill will be sent to your cabin to be checked. If you do not possess a credit card you may pay in cash in US dollar or open a Sea Pass account at the purser's desk using travelers' cheques. Other cheques or Euro will not be accepted. On land practically all common credit cards are accepted. In addition you should carry smaller amounts of the respective country currency for unforeseen expenses. Dollar traveler's cheques may be cashed in smaller amounts at the purser's desk. Cash must be paid on some occasions, e.g. in the casino. Cash dispensers (US dollars) are available on board all ships. A fee of 5 US dollar is charged per usage.

What should be observed in the case of electrical appliances and how and where may laundry be washed on board?

The voltage on board is 110/220 V. Hair dryers are supplied on all ships. The laundry and dry cleaning service is at your disposal round the clock, prices are charged according to item of clothing. Please ask your cabin steward for details. You will receive an iron and ironing board on request on board. Please note: Electrical appliances no longer need to be carried in hand luggage but may be conveyed in cases.

What should families take into consideration?

Families are very welcome on board all ships. Free offers especially for children are available. Details and times may be obtained from Royal Caribbean International. All parents are politely requested not to leave their children playing unattended on deck, in the saloons and on the dance floors, especially in the evenings. Children are not permitted in some areas, e.g. the casino. Baby beds are available; please however take into account that it will limit space in your cabin. You may engage a babysitter or supervisor (at a fixed hourly rate) insofar as sufficient crew members are available for this service. The minimum age of the children in the case of babysitting in the cabin is 12 months. All children taking advantage of the program offered must no longer be in nappies. Small children who still require nappies etc. may use either the pools or whirlpools. A small fee may be charged for some program items.

Age restrictions

Facilities Minimum age

Skating rink: Children of all ages
Solarium: from 16 years of age

Adventure Ocean: 3-17 years of age
Theatre: under 16 years of age only when accompanied
Whirlpools: under 16 years of age only when accompanied
Bingo/horse racing: under 21 years of age only when accompanied
ShipShape Centre (fitness rooms): from 16 years of age
ShipShape Centre (bathing area): from 18 years of age
Night clubs/disco: from 18 years of age
Bars: from 18 years of age (or when accompanied)
Casino: from 21 years of age

The age regulations may change on some routes.

Where and when are meals taken on board?

There are two sittings in the restaurant at mealtimes. Should you already know whether you would rather dine earlier or later, please notify us of this already on booking, we will then pass on the information. Please note that the accommodation of seating wishes cannot be guaranteed but the utmost will always be done to comply with your wishes.

The usual times for main meals are:

First sitting: Breakfast- open sitting, lunch – open sitting, dinner - 18:15

Second sitting: Breakfast- open sitting, lunch – open sitting, dinner -20:30

Should you wish to dine at other times and less formally dressed you may have breakfast, lunch and dinner served on deck. Please refer to the daily program for times and places. On request we will serve you various breakfasts (e.g. continental breakfast) between 7:30 and 10:00 in your cabin. Furthermore you can order a selected dish from room service round the clock. Guests who have booked a suite may have a full menu served in their suite at every meal. A charge for covers is compulsory in the Portofino restaurant and Chops Grill.

Who is tipped on board?

It is customary on all ships to tip crew members who have attended you personally and with whom you are especially satisfied. Per day and person you should calculate a total of € 11 for cabin personnel and waiters. You are given the option of paying for tips already at the start of the cruise. Should you not wish this the corresponding amounts should be paid on board. In addition a service fee of 15% is automatically charged on all bills for beverages and beauty treatments to your Sea Pass account.

Who may take advantage of cabin service?

Cabin service is available to all guests 24 hours a day.

What happens in the event of illness on board?

On the ship there is a medical service generally manned by a registered doctor and at least one nurse. A fee will however be charged for all medical treatment for which reason you are recommended to take out an appropriate health insurance before going on board. Only cash or traveler's cheques are accepted in payment. If necessary you may obtain seasickness tablets from the medical service free of charge.

Is smoking permitted on board?

There are designated smoking and no smoking areas on all ships. Smoking is not permitted in the theatre and dining rooms, pipes and cigars may only be smoked on the outdoor decks.

How is the matter of alcohol consumption dealt with?

No-one under 21 years of age (or, depending on local statutory regulations under 18 years of age) will be

served alcoholic beverages. Please note: No alcoholic beverages may be brought on board for consumption purposes. Should you bring alcoholic beverages on board with you, these may be stored for you with pleasure and brought to you in your cabin on the last evening of your cruise. Alcoholic beverages purchased for consumption in your cabin in the ship's gift shop cannot be bought duty-free. If you wish to purchase duty-free alcoholic beverages on board these will be delivered to you with pleasure on the last evening of your cruise.

Is there a casino on board?

All our ships feature a fully equipped casino in which you may try your luck at all the common games such as black jack roulette or on the slot machines. Please see the daily newspaper for opening times. Please note that the casino is always closed when in port. Guests under 21 years of age (in the case of corresponding local statutory regulations under 18 years of age) access to the casino is not permitted on principle. It is furthermore pointed out that photos and videoing in the casino are strictly forbidden.

Which shore excursions may be joined?

In order to enjoy your stay in port more intensively we recommend that you join one of our shore excursions planned by our travel experts and recommended by the local tourist authorities. A brochure with details on the excursions offered during your cruise will accompany your travel documents. You are of course at liberty to make shore excursions on your own or make your own arrangements. Please note that in this case you are responsible yourself for local entry papers and formalities. **In this case you must acquire your visa for St. Petersburg, Russia yourself.**

When are shore excursions booked and paid?

The staff on the "Shore Excursions Desk" will be happy to advise you and accept your booking. The costs will be charged to your Sea Pass account. Please note that some shore excursions will only take place given a minimum group number. Diving trips are only available to passengers who can present a valid diving certificate. You may book all shore excursions with us prior to departure. This must be performed at least 11 days prior to departure. You may also book shore excursions on board. As numbers are limited in most cases we recommend you to book in advance to avoid disappointment. You are of course at liberty to make shore excursions on your own.

What should be done on the last evening of the cruise?

Pack your luggage and place it outside your cabin door by midnight at the latest. Your cabin steward will give you a tag for each piece of your luggage: Please write your name, home address and if necessary your flight number clearly on each tag. You are advised to carry fragile, important and personal items yourself.

How does one prepare oneself for customs clearance/entry?

The "Cruise director" will supply you with detailed instructions regarding customs clearance and entry regulations in the form of a farewell video which you may watch on the TV in your cabin. We strongly recommend you to watch this informative and important video.

What time should the return flight be booked for?

If you have not had us book your return flight please ensure that you leave sufficient time. Plan several hours between leaving ship and the return flight.

Can I be contacted?

Guests may be reached on board by telephone. Dial 001 732 335 3285 for the English automatic switchboards that will connect to the required ship. The costs for this service amount to approx. € 8,00 per minute and must be paid by credit card. Charges are calculated from the moment at which the ship's personnel respond. In addition ships feature Internet access so that guests may receive and send emails.

The costs will be directly charged to your Sea Pass account. You must have your own email account in order to be able to receive and send emails.

Obligation to supply information

As a result of the new security border made law by the government of the United States of America on 1st of January 2003 certain information on passengers must be presented to the immigration authorities and other bodies of the United States of America. The corresponding details must be accessible to us regardless of the travel date by at the latest 70 days prior to the beginning of the cruise. The details concerned are about you, your passport or identity card, contact address in emergencies and insurance details. On booking, at the latest however as soon as the relevant information has been submitted to you, we will inform you of which individual details we need from you. Should we already have received the requested details from you on booking, we recommend that you check whether these are correct and complete. If you do not have access to the Internet, please contact your travel agent so that you may be informed of how you may send us the necessary details or check that your details are correct. We will possibly also have to change our procedure. If necessary we will inform of this on booking or as soon as possible after booking.

Guarantee booking

Occasionally we offer the option of a "guarantee booking". This means that you book a „minimum category“ (fixed by us prior to booking) cabin on the ship of your choice. In this case we will (at our discretion) indicate the exact location of the cabin at any time prior to check-in at the port. As soon as the cabin is allocated to you we will no longer be able to accommodate any wishes for a change on your part. The benefit of a guarantee booking for you is that we can allocate you (at our discretion) a cabin of a higher category than that booked without it costing you more. A cabin will however always be available to you in the booked „minimum category“ fixed by us prior to booking. The attractively priced guarantee booking categories are defined as follows: X-deluxe cabin, Y-outside cabin, Z-inside cabin, W-suite.