

# **Cruise Compass**

## **Day 1 – Singapore**



# CRUISE COMPASS

## SPECTRUM OF THE SEAS

**DAY 1** Monday, March 13, 2023  
Singapore

### TAKE ADVENTURE TO NEW HEIGHTS

Welcome to Spectrum of the Seas! Everyone deserves a vacation. You'll find endless opportunities to make the most of every moment – like game-changing activities, world-class dining, show-stopping entertainment, and plenty of ways to unwind.

### TRENDING TODAY

#### Raise a Glass to Big Savings

Enjoy your favorite drinks all cruise long. Buy one Deluxe Beverage Package and get a second package for half price. Offer only available today. Visit any open bar to purchase

#### Box Office - Entertainment Reservations

Plan ahead and make your show & activities reservations today at our Box Office. Book North Star, RipCord by iFLY, SkyPad and Silk Road show. Use the Royal Caribbean App 24 hours or visit Box Office today.  
11:30 am - 3:30 pm, Music Hall, Deck 3, 4

### HELPFUL TIPS FOR TODAY

#### Luggage Delivery

Due to the high volume of luggage handled during the boarding process, we expect to deliver all luggage by 6:00 pm. If you packed any prohibited items (such as alcohol, electrical appliances, etc.) please contact Guest Services for information by dialing 0.

#### Malaysian Ringgit

The Malaysian Ringgit is a non-internationalized currency, with restrictions on buying and selling of currency outside of Malaysia. We are unable to provide foreign exchange of Malaysian Ringgit onboard. Forex offices are widely available in Malaysian ports of call. Businesses will generally not accept foreign currency for payment.

#### Set Up Your Departure Details

Provide your departure information through the Royal Caribbean App by 10:00 am tomorrow for a quick and easy departure day.



#### All Access Tour

Experience the ultimate adventure from bow to stern, including an exclusive tour of the Bridge - the navigational heart of the ship. Join us on this experience during our days at sea by booking today!

11:00 am - 8:00 pm. Book at the Shore Excursions, Deck 5



#### Baccarat and Roulette Rolling Program

Join this exciting program and fulfill established rolling criteria for eligibility to earn commission, free cruise certificates on future sailings and comped cocktails while gaming. To sign up or consult your Casino Host.

5:30 pm - Late, Casino Royale, Deck 3

### DAILY SNAPSHOT



**Departure** 4:30 pm      **All Aboard** 3:30 pm  
**Forecast** Mostly Sunny      **Temperature** 83 °F / 29 °C  
**Sunrise** 7:11 am      **Sunset** 7:17 pm  
**Winds** NNE 18 kts      **Dress Code** Casual

### YOUR HEALTH IS OUR PRIORITY

We're all in this together. Here are some things to keep in mind for the health and safety of everyone onboard.

#### Face Masks At A Glance

Masks are optional for vaccinated guests and recommended for unvaccinated children while onboard. In our terminals, masks are optional unless required by local regulation. Some destinations we visit may require masks. Guests under 2 years old don't need to wear a mask.

#### Taking Care Of You

If you need medical assistance, please dial extension 51 from your stateroom phone to make an appointment.

### GOOD TO KNOW

#### Smoking Only Permitted in Designated Areas

Deck 5, Starboard Side  
Deck 14, Port Side

\*All indoor public spaces and stateroom balconies are smoke free areas.

#### Children's Personal Flotation Devices (PFD)

For the safety and wellbeing of children, children's swimming pool personal flotation devices are available free of charge at the pool deck areas. Personal flotation devices (PFDs) are for use onboard and cannot be taken off the ship.

#### Safety 1-2-3

In compliance with our Youth Evacuation Plan, children will be given colored wristbands that correspond with their muster stations. In the event of an emergency, Youth Staff will escort all children participating in Adventure Ocean activities to their muster stations for reunification with their parents/guardians.

#### Animal Sighting Advisory

Occasionally, animals may find their way onboard our ships. For your safety, if you encounter any animals onboard, it is prohibited to interact with or touch them. We ask that you please report any sightings or encounters to any of our Officers or Crew.

#### Let's Get Digital by Scanning the QR Code

Download the Royal Caribbean App on your phone and conveniently access your Cruise Compass to plan your days onboard. Also reserve your spot for iFLY, North Star, FlowRider, shows and dining. No internet package is required. Connect to "WiFi-Guest-Spectrum".



### Safety Briefing

Watch the video on your TV or on the app, then check in at your assigned assembly station.



## TODAY'S TOP DEALS

### Spa Tour and Raffle

Enter to win \$500 in spa credit today only! Boarding day meet and greet. Tour the spa, reserve a treatment, and receive exclusive offers.

Tours: 11:00 am - 4:30 pm, Body & Mind Spa, Deck 13

Raffle Drawing: 4:30 pm - 4:45 pm, Star Moment, Deck 4

### Keep Your Loved Ones Up to Date!

SURF the web, share photos and send emails for just \$26.99 per day. Connect to "WiFi-Guest-Spectrum" and go to login.com today to get started. Internet assistance available.

11:00 am - 5:30 pm, Royal Esplanade, Deck 4

6:00 pm - 8:00 pm, The Via, Deck 5

### Spa More, Save More

Book any 3 Signature Spa treatments and receive 10% off on your 1st treatment, 20% off on your 2nd treatment and 30% off on your 3rd treatment. Reservation required. Dial 4600 for more information.

11:00 am - 10:00 pm, Body & Mind Spa, Deck 13

### Early Bird Photo Package Savings

Pre-purchase your photo package and save big! Receive 20% off a photo package the first two days of your cruise. Stop by the Focus Photo Gallery to learn more and get a free picture of the ship!

5:30 pm - 10:00 pm, Focus Photo Gallery, Deck 5

### It's All In The Card

Use your SeaPass card at the gaming tables and slot machines to earn free drinks, Freeplay, onboard credit and more. See the Casino Host for more details.

5:30 pm - Late, Casino Royale, Deck 3

### Swiss Timepiece Welcome Aboard Sale - Up to 40% Off

Join our Swiss timepiece specialists in Regalia and discover your next timepiece at this open try on event. Brands include, Cartier, Hublot, IWC, Omega, TAG Heuer and more. Gift with purchase.

8:00 pm - 10:00 pm, Regalia, Deck 4

### Exclusive Access to the Ship's Bow with Photo

Schedule your appointment today to receive 50% off of this unique photo opportunity with exclusive access to the ship's bow. Availability is limited.

5:30 pm - 10:00 pm, Focus Photo Gallery, Deck 5 or dial 27401

### Win \$100 for Maximum Memory Making

It's never too early to start planning your next adventure with NextCruise! Book your next vacation by day 2, and you'll be entered for a chance to win \$100 to spend onboard this cruise to max out your memories this vacation.

11:00 am - 6:00 pm, Next Cruise Sales Office, Deck 5



## DAILY HIGHLIGHTS

### IN THE SPOTLIGHT

#### Showgirl! Past. Present. Future.

This incredible dance spectacular takes us on a stunning journey that focuses on one of the most iconic of all live entertainers.

By paying tribute to the past, the present, and the future of the beautiful showgirl, this remarkable production will leave our audiences completely awestruck. Royal Caribbean Productions has assembled the biggest cast of international performers ever assembled in the history of the cruise industry with a total of 29 singers, dancers, and showgirls. It's going to be quite a party!

7:15 pm & 9:30 pm, Royal Theatre, Decks 4, 5

We kindly ask that guests are seated approximately 10 minutes before show time. Please be reminded that the saving of seats and video taping of shows is strictly prohibited. Also, children in the first three rows of the theater must be accompanied by a parent or guardian.

\*Assistive Listening System available at Guest Services, Deck 4.

#### The Silk Road

The incredibly rich and diverse cultures, styles, designs, and visuals that are synonymous with the famous trade routes of the ancient Silk Road, have been combined and integrated with beyond-state-of-the-art entertainment technology, to create one of the most unique live productions in the world! Two70's highly advanced technology, including 12k video resolution and 36-axis robotics, will now be pushed to its maximum limits, as we once again redefine the boundaries of what is possible in the creative arts.

8:15 pm & 10:30 pm, Two70, Deck 5

All guests must have reservation for The Silk Road. Reservations expire once the show begins.

\*Doors open 45 mins prior to showtime for The Key Guests, Star, Sky Class Guests, Diamond Plus, and Pinnacle Club members with a valid reservation. Please identify yourself to the staff. Doors will open 40 mins prior to showtime for all remaining guests. Please refrain from using your cell phone, camera and/or two-way radios during the performance.

### DAYTIME ADVENTURES

#### North Star

Experience 360-degree views of a world you've never truly seen before! Simply step into the jewel-shaped capsule over 300 feet above sea level.

3:00 pm - 9:00 pm, North Star, Deck 15

### EVENING THRILLS

#### Karaoke Freestyle

Step onto a special karaoke stage and perform in front of a live audience. Awaken your inner rock or pop star as you step up to the mic tonight at Karaoke. Join your Activities Staff for some fun tonight.

7:30 pm, Star Moment, Deck 4

#### Royal Cash Prize Bingo: \$300 Guaranteed

Join us for all the action of Cash Prize Royal Bingo where you can win a great cash prize of \$300! The money must go - you must be in it to win it! Join the Bingo squad and make some money tonight!

Cards on Sale at 7:45 pm, Game Starts at 8:30 pm

Music Hall, Decks 3, 4



# DINING

## LUNCH

	DECK	TIME	PHONE
• Main Dining Room	3	11:30 am – 1:00 pm	
• Cafe@Two70	5	11:30 am – 5:00 pm	
• Windjammer	14	11:30 am – 4:00 pm	
• Silver Dining	14	11:30 am – 4:00 pm	
• Gold Dining	16	11:30 am – 4:00 pm	

## DINNER

	DECK	TIME	PHONE
• Main Dining Room			
- Main Seating	3, 4	5:15 pm	
- Second Seating	4	8:00 pm	
• My Time Dining (RR)	3	6:45 pm – 9:00 pm	Ext. 7000
• Sichuan Red (\$) (RR)	4	5:30 pm – 9:00 pm	Ext. 7000
• Wonderland (\$) (RR)	5	5:30 pm – 9:00 pm	Ext. 7000
• Chops Grille (\$) (RR)	5	5:30 pm – 9:00 pm	Ext. 7000
• Chef's Table (\$) (RR)	5	5:30 pm – 9:00 pm	Ext. 7000
• Izumi (\$) (RR)	5	5:30 pm – 9:00 pm	Ext. 7000
• Jamie's Italian (\$) (RR)	5	5:30 pm – 9:00 pm	Ext. 7000
• Vintages Tapas (\$) (RR)	5	5:30 pm – 9:00 pm	Ext. 7000
• Teppanyaki (\$) (RR)	14	5:30 pm – 9:00 pm	Ext. 7000
• Hot Pot (\$) (RR)	14	5:30 pm – 9:00 pm	Ext. 7000
• Windjammer	14	6:00 pm – 9:00 pm	
• Silver Dining	14	6:00 pm – 9:00 pm	
• Gold Dining	16	6:00 pm – 9:00 pm	

## COFFEE & SNACKS

	DECK	TIME	PHONE
• La Patisserie (\$)	4	11:30 am – Midnight	
• Leaf & Bean (\$)	4	11:30 am – 11:00 pm	
• Sorrento's Pizzeria	14	11:30 am – 2:00 am	
• Seaplex Dog House	15	11:30 am – 7:00 pm	
• Room Service - All Day Menu (\$)		6:00 pm – 6:00 am	Ext. 4800

## BAR & LOUNGES (\$)

	DECK	TIME
• Casino Bar	3	5:30pm – Late
• Music Hall	3	7:00 pm – Late
• Schooner Bar	5	11:30 am – Late
• Vintages Wine Bar	5	11:30 am – Midnight
• Two70 Bar	5	noon – midnight
• Pool Bar	14	11:30 am – 9:00 pm
• Sky Bar	14	11:30 am – 7:00 pm (WFP)
• North Star Bar	15	11:30 am – 9:00 pm (WFP)

(\$) Cover Charge Applies (RR) Reservations Required (WFP) Weather Permitting

## DINING TIPS

- Reservations are recommended for all dining venues. Please visit the Royal Caribbean App, stop by dining venues or dial 7000 for reservations. Dress codes may apply.
- Kids 6 to 12 years have a charge of \$12.99 + 18% gratuity at any of our specialty restaurants. Children 5 years of age and younger eat for free.



# INFO

## SERVICES HOURS

	DECK	TIME	PHONE
Body & Mind Fitness Center	13	11:00 am – 9:00 pm	Ext. 4600
Body & Mind Spa	13	11:00 am – 10:00 pm	Ext. 4600
Casino Royale	3	5:30 pm – Late	
Challenger's Arcade	15	24 Hours	
Focus Photo Casual Portrait Studios	4, 5	6:00 pm – 8:00 pm	
		9:00 pm – 10:00 pm	
Focus Photo Gallery	5	5:30 pm – 10:00 pm	
Internet Assistance	4	11:00 am – 5:30 pm	Ext. 1950
	5	6:00 pm – 8:00 pm	
Loyalty Ambassador	4	4:00 pm – 7:00 pm	
Medical Facility	2	4:00 pm – 7:00 pm	Ext. 51
NextCruise	5	Noon – 6:00 pm	Ext. 5252
Overseas Pharmacy	4	6:00 pm – 10:00 pm	
Royal Shops	4, 5	5:30 pm – 11:00 pm	
Shore Excursions	5	11:00 am – 8:00 pm	

## POOL HOURS

	DECK	TIME
Baby Splash Zone*	14	2:00 pm – 5:00 pm
Indoor Pool	14	11:30 am – 11:00 pm
Outdoor Pool	14	11:30 am – 8:00 pm
Pool Towel Station	14	11:30 am – 11:00 pm
Solarium Pool	14	11:30 am – 8:00 pm
Splashaway Bay	14	2:00 pm – 5:00 pm

\*Baby Splash Zone is for children not 100% toilet trained and wearing swim diapers.

## ACTIVITIES HOURS

	DECK	TIME
Archery Open Play	16	2:00 pm – 9:00 pm
Bumper Cars	15	5:00 pm – 9:00 pm
FlowRider	16	Noon – 6:00 pm
North Star (\$) (RR) (WFP)	15	3:00 pm – 9:00 pm
RipCord by iFLY (\$) (RR) (WFP)	15	3:00 pm – 7:00 pm
Rock Wall (WFP)	15	1:00 pm – 6:00 pm
SeaPlex Sports Desk	15	11:30 am – 10:30 pm
SkyPad (\$) (RR) (WFP)	15	5:00 pm – 10:00 pm
Table Tennis Open Play	16	11:30 am – 10:30 pm

Reservations at the SeaPlex Desk

(\$) Cover Charge Applies (RR) Reservations Required (WFP) Weather Permitting

Please bring your SeaPass card to all activities. Certain age, height, weight and clothing requirements may apply. Activity lines may close 30 to 45 minutes prior to the end of the session. Please check activity staff for more information.

For the safety and well-being of all persons onboard, some members of our security team will be wearing body cameras as part of their uniform.

## PORT AGENT CONTACT INFORMATION

**Mr. Alvin Yap**  
Wallem Group

Office phone +65 6271 2611 Mobile +65 97205910

E-mail: hren@wallem.com

Address: Wallem Shipping (Singapore) Pte Ltd, 991 Alexandra Rd, Singapore 119964

## Port Marina Bay Cruise Centre Singapore

Address: 61 Marina Coastal Dr, Singapore 018947

## Satisfy Your Every Craving

You can experience our many onboard specialty restaurants and savor flavors from all over the globe — right here on deck. Purchase your specialty dining package today and upgrade your dinner plans for the entirety of your getaway.

Visit any Specialty Restaurant to purchase.





## DAY 1 Monday, March 13, 2023 Singapore

### GOOD TO KNOW DECK TIME

Box Office - Entertainment Reservations, Music Hall	4	11:30 am - 3:30 pm
Virtual Box Office - Entertainment Reservations		
Dial 2323 during opening hour		11:30 am - 3:30 pm

**Mandatory: Muster 2.0 All guests must report to your Assembly Station 11:30 am - 4:00 pm**

Adventure Ocean Registration (One legal guardian & SeaPass card), Adventure Ocean	11, 12	11:30 am - 5:00 pm
WiFi questions? Visit our Voom Desk for assistance, Royal Esplanade	4	11:30 am - 5:30 pm

Welcome Aboard Video with Your Cruise Director Bonnie Channel 1  
**All Aboard 3:30 pm**

WiFi questions? Visit our Voom Desk for assistance, The Via Junior Cruisers' Curfew	5	5:30 pm - 8:00 pm 1:00 am
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### THINGS TO DO DECK TIME

The Library (Except during Showtime. Enter through Two70 on Deck 5)	6	24 hours
Book a Private Karaoke Room and Entertain Family and Friends, Register at La Patisserie (\$)	4	11:30 am - 10:00 pm
Complimentary Gaming Lessons, Casino Royale	3	4:30 pm - 5:00 pm
Early Bird Photo Package Savings, Focus Photo Gallery	5	5:30 pm - 10:00 pm
Register for Ship's Bow Photo Opportunity, Focus Photo Gallery	5	5:30 pm - 10:00 pm
Solo Travellers' Get Together (Self-led), Indoor Pool Bar Area	14	6:00 pm - 6:30 pm
L.G.B.T.Q. + Get Together (Self-led), Vintages Bar	5	6:30 pm - 7:00 pm
Teens Meet & Greet, Fuel	15	8:00 pm - Late

### WELLNESS & RETAIL THERAPY DECK TIME

Free Massage Tasters by our Spa Therapists, Body & Mind Spa	13	11:00 am - 4:30 pm
Spa Tours and Raffle - Enter to Win up to \$500 in Spa Credit, Body & Mind Spa	13	11:00 am - 4:30 pm
Book a Signature Treatment and Get 25 Extra Minutes Free, Today only, Body & Mind Spa	13	11:00 am - 10:00 pm
Complimentary Footprint Analysis - for Relieving Back, Knee or Foot Pain, Body & Mind Spa	13	3:00 pm - 4:00 pm
Raffle Draw - Enter to Win up to \$500 in Spa Credit, Star Moment	4	4:30 pm - 4:45pm
Complimentary Footprint Analysis - for Relieving Back, Knee or Foot Pain, Body & Mind Spa	13	5:00 pm - 6:00 pm
Free Seminar: How to Look 10 years Younger with Dr. Daniela, Body & Mind Spa	13	5:30 pm - 6:00 pm
GoPro 11 Special Offer - Get \$50 Off, Focus Photo Gallery	5	5:30 pm - 10:00 pm
Beauty Products - Up to 10% Off on All Items, Beauty Avenue	4	5:30 pm - 11:00 pm
LUX Leather - Bally, Coach Up to 50% Off, The Collection	4	5:30 pm - 11:00 pm
Jewelry Savings & Deals at Inch of Gold Sale - Prices From \$2 Inch Royal Esplanade	4	5:30 pm - 11:00 pm
Watch Sets For Only \$19.99, Royal Esplanade	4	5:30 pm - 11:00 pm
Free Seminar: A Slimmer You, CoolSculpting with Dr. Daniela, Body & Mind Spa	13	6:30 pm - 7:00 pm
Swiss Timepiece Welcome Aboard Sale - Up to 40% Off, Regalia	4	8:00 pm - 10:00 pm
Bvlgari Welcome Aboard - Prices From \$560, Bvlgari Boutique	5	9:00 pm - 10:00 pm

### ENTERTAINMENT DECK TIME

Open Play Basketball & Soccer, SeaPlex	15	11:30 am - 4:30 pm
Movie On Deck: Minions: The Rise of Gru (PG), Poolside	14	1:30 pm - 2:57 pm
Royal Caribbean Production: Showgirl! Past. Present. Future. Royal Theatre	4, 5	7:15 pm - 8:00 pm
Family Scavenger Hunt, Science Lab		
Adventure Ocean	12	7:15 pm - 8:00 pm
Karaoke Freestyle, Star Moment	4	7:30 pm - 10:00 pm
Royal Cash Prize Bingo: \$300 Guaranteed, Cards on Sale Music Hall (\$)	3, 4	7:45 pm - 8:30 pm
Royal Caribbean Production: The Silk Road, Two70 (RR)	5	8:15 pm - 9:00 pm
Royal Cash Prize Bingo: \$300 Guaranteed, Game Starts Music Hall (\$)	3, 4	8:30 pm - 9:15 pm
Teen Bumper Cars (12-17 yrs) (SeaPass card is required), SeaPlex	15	9:00 pm - 9:45 pm
Movie Under The Stars: Elvis (PG-13), Poolside	14	9:00 pm - 11:39 pm
Royal Caribbean Production: Showgirl! Past. Present. Future. Royal Theatre	4, 5	9:30 pm - 10:15 pm
Game Show: Commercial Trivia, Music Hall	3, 4	9:30 pm - 10:15 pm
Royal Caribbean Production: The Silk Road, Two70 (RR)	5	10:30 pm - 11:15 pm

### MUSIC AND DANCING DECK TIME

<b>Sailaway Music Starring Resident DJ Vince</b> Poolside (WPP)	14	4:30 pm - 6:00 pm
<b>Guitar Melodies with Juan Valenzuela*</b> Schooner Bar	5	6:45 pm - 8:30 pm
Leaf & Bean	4	9:00 pm - 10:45 pm
<b>Party Night with Vybes 4*</b> Music Hall	3, 4	6:30 pm - 7:15 pm
Music Hall	3, 4	10:30 pm - Midnight
<b>Laurier Lachance: Piano &amp; Vocal Entertainment*</b> Schooner Bar	5	9:00 pm - 12:15 am
<b>Night Club Music with Resident DJ Vince (18+)</b> Music Hall	3, 4	midnight - late

\*Entertainers will take periodic breaks.

(\$) Cover Charge Applies (RR) Reservations Required (WPP) Weather Permitting

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**If you are experiencing any of the symptoms below, do not leave your stateroom and call the Medical Center immediately at extension 51 to make an appointment.**

- Fever or chills
- Cough
- Shortness of breath
- Fatigue; Muscle or body aches
- Headache
- Loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea



# DON'T MISS THE SHOW

## SHOWTIMES AT A GLANCE - FIESTA AT SEA

SHOW By Day and Venue	ROYAL THEATRE	Two70	HIGHLIGHTS
Day 1 March 13th Singapore	Royal Caribbean Production Showgirl! Past. Present. Future. 7:15 pm & 9:30 pm	*The Silk Road 8:15 pm & 10:30 pm	Sailaway Music with Resident DJ 4:30 pm, Poolside, Deck 14  Cash Prize Royal Bingo Cards On Sale: 7:45 pm Game Begin: 8:30 pm Music Hall, Decks 3, 4
Day 2 March 14th Penang	Headliner Showtime Starring Zlwin Chew 8:00 pm & 10:00 pm	Live Concert Starring Vybes 4 9:00 pm  Hush! Silent Disco 10:30 pm	Meet & Greet With Captain Wu & Senior Officers 9:30 am, Two70, Deck 5  Cash Prize Royal Bingo Cards On Sale: 10:30 am Game Begin: 11:15 am Music Hall, Decks 3, 4
Day 3 March 15th At Sea	Royal Caribbean Production The Effectors 7:30 pm & 9:45 pm	*The Silk Road 6:15 pm & 8:30 pm  Virtual Fireworks Party 10:45 pm	Cash Prize Royal Bingo Cards On Sale: 10:15 am Game Begin: 11:00 am Two70, Deck 5  Cake Cutting Ceremony 5:30 pm, Royal Esplanade, Deck 4



### \*Reservations Required ONLY for Two70 Show: The Silk Road\*

- For Two70 shows doors open 45 mins prior to showtime for The Key Guests, Star, Sky Class Guests, Diamond Plus, and Pinnacle Club members.
- Please arrive 15 minutes prior to showtime.
- Reservations expire once the show begins.
- Reservations can be made via Royal Caribbean App. Please connect to WiFi-Guest-Spectrum for the most up to date information.
- Please visit [RoyalCaribbean.com/showtimes](http://RoyalCaribbean.com/showtimes) for complete terms and conditions.
- All Shows & Activities are subject to change.



## Staterooms

### Where can I find my stateroom number?

Your stateroom number is listed in the [Royal App](#) (tap on the “person icon”) and on your Set Sail pass available at the bottom of the home screen. The last 3 digits of your stateroom number are also on your SeaPass Card. Onboard, use the “Way Finders TVs” located in each elevator lobby to map your stateroom’s exact location.

### Who do I contact if I need anything?

- Stateroom Requests: please reach out to your stateroom attendant
- Shore Excursions: visit our Shore Excursions Desk on Deck 5 mid ship.
- Dining: please contact the venue or visit the Maitre’D outside the main dining room on deck 3 (11:15 am to 4:00 pm) or dial 7000 for reservations, from any house phone.
- Internet connectivity: visit our VOOM Internet Service Desk on Deck 4 or dial 1950 from your stateroom phone
- All other Inquiries: visit our Guest Services Desk on deck 4, mid ship, or dial “0” for assistance.



## Internet

### How can I purchase internet?

You can purchase internet packages from your device! Go to Settings and simply connect to the shipboard Wi-Fi network (Wi-Fi-Guest-Spectrum). Open your web browser to view available packages for your sailing.

### Trouble connecting? Try these steps:

1. Ensure your device is in AIRPLANE MODE
2. Turn your Wi-Fi ON and connect to “WiFi-Guest-Spectrum”
3. On the pop up, click “Access Internet,” or type login.com in your web browser

For additional assistance, visit our VOOM Internet Service Desk on deck 4, located next to Guest Services Desk or dial 1950 from your stateroom phone.

### I have a pre-paid internet package. How do I activate it?

To activate your pre-paid package, connect to the shipboard network (Wi-Fi-Guest-Spectrum), open up your internet browser, and register by creating an account. After tapping “Next,” you’ll see a coupon for the package you purchased displaying a cost of \$0.00.



## Royal Caribbean App

What can I use the Royal Caribbean App for onboard?

Make the most of your time onboard by planning your cruise in the [Royal Caribbean App](#). No need to wait in line – book dining, shows and shore excursions via the App! You can also view the Daily Planner, deck maps, your onboard account, restaurant and bar menus. The App is free to download and use, and is available in both the [Apple App Store](#) and the [Google Play Store](#).

### **How do I connect to the App?**

An internet package isn't required to use the Royal App. Simply connect to the shipboard network (Wifi-Guest-Spectrum), and you're all set!

If you haven't already downloaded the App, type login.com to your internet browser and click on "Use our App for free" to download. Please note, guests must be at least 13 years old to use the App.

### **How does Guest Chat work?**

Guest Chat is a "for-purchase" feature in the Royal Caribbean App that allows you to communicate with other guests onboard. To use this feature, you must be at least 13 years of age and connected to the ship's Wi-Fi network.

In the app, click the chat bubble icon in the top right, click invite to chat, and confirm that you accept the \$1.99 per person, per day charge. Please note, chat must be purchased for the full length of the cruise. All guests who wish to communicate with each other will need to purchase the feature.

### **I can't see anything on the Royal App. What should I do?**

In the event you're unable to view any details in the App, try these steps:

- Be sure you're connected to "Wifi-Guest-Spectrum."
- Try putting your phone on airplane mode, especially on boarding day.
- Log out/in your App account

If the problem persists, please visit our Digital Manager at the Royal APP Help Desk on Deck 4 ( hours displayed in the Cruise Compass )or Guest Services Desk, deck 4.



## **Onboard Expense Account**

### **How do I setup a Royal Caribbean SeaPass or Onboard Expense Account?**

If you haven't already set up an account during Online Check-In or while boarding in the cruise terminal, you can do so on the Royal App or at the Guest Services Desk, deck 4. Onboard Expense Accounts can be set up with a credit card, a debit card or cash.



### **Important Information:**

When deciding which credit/debit card to associate with your SeaPass account, please note that a temporary authorization (hold) of \$99.75 will be placed on your card to verify funds. Onboard purchases over \$100 will generate additional holds. While not actual charges, these holds will reduce available funds. Most holds are released within 3 to 5 business days after your cruise ends but can take up to 30 days depending on your bank. Please contact your bank or financial institution as only they can remove holds. Royal Caribbean International doesn't control how long holds remain.

### **How do I pay for items or services onboard?**

Our ships use a cashless system. Once your Onboard Expense Account has been set up, simply present your SeaPass Card any time you'd like to make a purchase.

### **Can I change my form of payment after I've set up my account?**

The form of payment on your onboard expense account can be updated in the Royal Caribbean App or at the Guest Services Desk, deck 4. Please note, prior holds will remain on the original card until final charges are submitted at the end of the cruise.

### **Can I add additional guests to my Onboard Expense Account?**

Yes, additional guests from your stateroom or another stateroom may be added as authorized users on your account. Please visit our Guest Services Desk located on deck 4 to do this.

### **How can I track my onboard spending?**

All charges can be viewed on the Royal Caribbean App or on your Stateroom TV. Printed receipts will be provided for each onboard purchase and a statement will be delivered the night prior to the departure morning of your cruise). A final statement will be e-mailed to you within 24 hours of departing the ship on the last day of your cruise.

### **How do I settle my onboard charges?**

If you set up your account with a credit or debit card, we'll automatically post the final charge to your card on file. Guests on a cash account will need to settle their account at Guest Services Desk, deck 4, prior to disembarking the ship.

### **I have Onboard Credits (OBC). How can I use them?**

Available onboard credit amounts can be viewed on your account beginning Day 2 of your sailing via the [Royal App](#) or on your stateroom TV. On the last day of your cruise, all onboard credits will be applied to your outstanding account balance before additional payment methods are charged. If your OBC is refundable (not associated to a promotion), any remaining unused balance will be refunded to your card on file. If your OBC is promotional, the value must be redeemed onboard by the end of the cruise.

### **Can limits be placed by parents or guardians on arcade spending?**

While our system automatically sets a \$50 per person per day limit, this can be increased/decreased to any preferred amount. Just ask your friendly Arcade attendant to adjust it or call him by dialing 55420. Please note, this is a daily limit. A cruise limit cannot be set.



## **Dining**

### **How can I make specialty restaurant reservations?**

Specialty dining reservations can be made through the [Royal Caribbean App](#). You can also dial 7000 from your stateroom phone and select the restaurant you wish to dine in. You can also visit the restaurant and make a reservation directly with the Maitre'D.

### **How can I change my dinner seating in the Main Dining Room?**

Please visit the Maitre'D outside the Main Dining Room, deck 3 (11:15 am to 4:00 pm) to make changes to your seating.

### **Is Room Service available?**

Yes! Continental breakfast is complimentary. Both the All-Day Menu and American Breakfast will have a delivery fee of \$7.95 plus an 18% gratuity for each order. To view the menu, visit the Royal App or browse on your stateroom TV. When you're ready to order, dial 4800 from your stateroom phone.



## **Beverages**

### **Where can I purchase a beverage package?**

Beverage packages can be purchased or upgraded at any bar on the ship. Please note, an 18% gratuity is automatically added to all beverage package purchases.

### **I pre-purchased a beverage package. Where can I get my soda cup?**

A soda cup for your pre-purchased beverage package can be collected at any bar onboard.

### **I have pre-purchased a coffee/ tea card. Where I can get my card?**

To pick up your coffee card, stop by Leaf & Bean or La Patisserie, deck 4.



## **Shore Excursions**

### **How do I book Shore Excursions?**

Shore excursions can be booked through the Royal App on your mobile device, through the kiosks in the Shore Excursions Department, deck 5, or directly with our Shore Excursions team. For more information or assistance, feel free to chat with our team members at their desk between 11:30 am – 9:00 pm on boarding day. Please check your Cruise Compass for desk hours at other times.

## **When will I receive my Shore Excursions tickets**

All shore excursion tickets will be delivered to your stateroom by your stateroom attendant the night prior to each port.



### **Entertainment**

#### **How do I book show reservations?**

Reservations are only required for “Silk Road” via Box Office (Noon – 3:30 pm) located on Music Hall, deck 4 (on day 1) or through the Royal App. For all other shows, you may arrive before showtime and get ready to sit back, relax, and enjoy!

#### **Is there a charge for the shows?**

No, all shows are complimentary!



### **Crown & Anchor Society**

#### **What are my onboard benefits?**

All available offers for your Crown & Anchor tier have been loaded to your SeaPass card. For more information on your Crown & Anchor Society benefits, please click [here](#)

#### **If you are a Crown & Anchor member and have questions regarding tier changes, amenities, etc.?**

Visit our Guest Services Desk, deck 4.



### **Adventure Ocean**

#### **How can I register my child(ren) for Adventure Ocean?**

To register your child(ren), please visit our Adventure Ocean Club, deck 12, on boarding day between 12:30 pm - 5:00 pm.

#### **What are the hours for the Adventure Ocean program?**

Daily hours for the Adventure Ocean program will be posted outside the club area. Hours can also be found on the Royal Caribbean App.



### **Gratuities**

#### **How much are gratuities?**

If not already paid in advance, a \$16.00 USD (\$18.50 USD for Suite guests) gratuity is added to each guest's onboard account daily to help recognize superior service from crew during your cruise. This gratuity is shared amongst dining & culinary services staff, stateroom attendants, and other hotel services teams working behind the scenes.

In addition to daily gratuities, an 18% gratuity is automatically added to all beverage, mini bar items, specialty dining, and spa and salon purchases. Our shops onboard area tax and duty free.



## Medical Facility

### Where is the Medical Facility located, and what are the operating hours?

If you feel unwell at any point during your time with us, please contact our medical team by dialing 51 on your stateroom phone to make an appointment. The Medical Facility is located Midship, Deck 2. If you are experiencing an emergency, dial 911 from any ship phone.

## Health & Safety Protocols

### Are face masks required?

Onboard face masks are mandatory and recommended also for unvaccinated children while onboard. Guests under 2 years old don't need to wear a mask. Please note, some destinations we visit may require masks. These protocols are subject to change.



## Smoking Areas

While our ships are designated as non-smoking, we have certain designated areas of the ship where it is allowed. Smoking areas are located on the outer decks, deck 5, starboard, Midship and deck 14, port side). Smoking is not permitted inside any stateroom, on any stateroom balcony, or inside any interior public space.

## Departure

### What is the difference between Self-Assist Early Departure and Regular Departure?

#### SELF-ASSIST EARLY DEPARTURE

For guests who want to depart the ship early and can manage their luggage themselves, departure as early as 7:00 am is available. **Please note, wheelchair assistance cannot be provided for the Self-Assist program.**

1. The night before departure, please keep your luggage in your stateroom. Luggage tags are not required.
2. On departure day, proceed to the gangway with your bags and SeaPass card to depart. After the immigration and custom checks, proceed to the transportation area.

## **REGULAR DEPARTURE**

For guests who want to use our luggage service and don't mind an assigned departure time:

1. The night before departure, please place luggage tags on all your bags and leave them outside of your stateroom door by the time noted on your As You Depart flyer. Medications, flight tickets, passport/proof of citizenship and any valuables should be kept with you. A video overview of the departure process will be shown on your stateroom TV.
2. On departure morning, enjoy breakfast or relax and wait in your stateroom until your number is called.
3. Proceed to the gangway with your SeaPass card to depart and then head to the baggage claim area corresponding with your luggage tag number. After the immigration and custom checks, proceed to the transportation area.

### **What time do I have to depart a Royal Caribbean cruise ship?**

The earliest time guests may depart is 7:00 am and the latest time is 9:00 am. All guests must leave the ship before the guests joining the next cruise can board. An As You Depart flyer with the exact details will be provided on the last day. For guests who have purchased air, hotel, and cruise-tour packages through Royal Caribbean, transfers will be provided.

If you have made your own air and hotel arrangements, you will be responsible for ensuring you debark the ship on time to meet your transportation to the airport and/or hotel.