

## BEHIND THE NAME TAGS



### ERIK TENGELSEN, CAPTAIN

Captain Erik Tengelsen was born into a seafaring family in the beautiful capital city of Oslo, Norway. Following in family tradition he was eager to board ships and start a career at sea. Hired as a deck hand in 1971, he soon worked his way up through the ranks, working ferries, cargo and cruise ships. Professionally his career has included 25

years served with the Fred Olsen Shipping Company permitting not only career advancement but also an opportunity to visit some of the busiest seaports in the world. He was promoted to Captain in 1988 on a ferry sailing between Morocco and Spain and served as Master on several cruise ships for a total of seven years before joining Royal Caribbean International in July 1999. He is proud to serve as your Captain on this magnificent ship.



### MARTIN RISSLEY, HOTEL DIRECTOR

Martin Rissley joined Royal Caribbean International in November 2000. He has served as Hotel Director on *Voyager of the Seas* and *Adventure of the Seas*. He previously spent 21 years in the hotel and resort industry. His career started in the United Kingdom before moving to Lausanne, Switzerland, Sydney, Australia and on to

Vancouver, Canada. There he joined Mandarin Oriental Hotels, followed by Delta Hotels and Resorts and Coast Hotels and Resorts. His home base is Victoria, British Columbia where he lives with his wife and three children. Martin has several Hotel Management diplomas, is a Certified Hotel Administrator, a distinguished member of the Association of Tourism Professionals, SKAL and the Chaine Des Rotisseurs, Maitre d' Hotel. Martin welcomes you onboard the beautiful *Freedom of the Seas* and wishes you a wonderful cruise vacation experience.



### BAARD A. WESTLUND, CHIEF ENGINEER

Baard was born in 1966 in the small town of Sarpsborg, Norway. He started his service at sea at the age of 17 on a cruise ship as an Oiler. He later went on to complete his navy service onboard Norwegian frigates as a Donkey Man. His experiences on ships have seen him serving on tankers, general cargo, heavy lift, refrigeration and cruise

ships with the oldest ship he ever served on being built in 1919. The propulsion systems of these ships have ranged from conventional diesel engines to diesel electric and gas turbines to steam turbines. A combination of his practical experience coupled with six years of education within the field of "Operation of Marine Installations" and "Advanced Maintenance Technologies" led to his joining Royal Caribbean International in 1998 and ultimately becoming our Chief Engineer here on the world's largest and most advanced cruise ship. When not onboard the *Freedom of the Seas*, Baard lives on the small island paradise of Koh Samui in Thailand.



### ALLAN BROOKS, CRUISE DIRECTOR

Allan Brooks comes to us from Vancouver, Canada. While growing up you could always find Allan on stage at local theaters and summer camps. He also had a love of sports that was apparent at a young age, Allan was a member of an elite hockey team for many years that took him traveling all over Canada and the U.S. Continuing his education

he proceeded to study Communications at the University of Concordia, but his passion to perform stayed and prompted him to join the entertainment team here at Royal Caribbean International. Allan began his career as a member of Cruise Staff aboard the *Viking Serenade*. His outgoing personality and genuine enthusiasm saw him move quickly into the Assistant Cruise Director position. Soon to follow was the Cruise Director position where you find him today. It is his pleasure to be your host for the most exciting vacation of your life and he looks forward to meeting you around the ship.



### MICHAEL OCHMANN, FOOD & BEVERAGE DIRECTOR

Food & Beverage Manager Michael Ochmann comes from the beautiful city of Hamburg, Germany. Michael has held positions of increasing responsibilities with Hyatt Hotels & Resorts as well as Four Seasons Hotels in Europe, Hawaii, Boston, Seattle and Orlando prior to

joining the cruise line industry. Michael attained his Bachelor Degree in Hospitality Management at the University of Central Florida. His job duties include overseeing a staff of over 600 hospitality professionals onboard *Freedom of the Seas*, including all restaurants, bars & lounges, quality control, budgets, supplies and ensuring our guests are provided with a world class vacation experience. Michael wishes you a vacation of a lifetime and is looking forward to meeting you around this magnificent ship.



### CINDY DANGEL, LOYALTY & CRUISE SALES MANAGER

Your Loyalty Ambassador and Future Cruise Sales Manager Cindy comes from beautiful British Columbia, Canada. Her passion for travel brought her to Royal Caribbean International in 1992. During Cindy's 15 years with Royal Caribbean International, she has had the

opportunity not only to see the world but also to be part of a growing company. Cindy has had the good fortune to experience all the different classes of ships in our expanding fleet, starting from the days of the *Nordic Prince* and *Song of Norway* to the current Vision class, Radiance class, Voyager class and Freedom class ships. Traveling the world and meeting so many wonderful people continues to make her job very rewarding. She looks forward to meeting you and assisting you with planning and booking your next cruise vacation while onboard the *Freedom of the Seas*.

# USEFUL INFORMATION

**Adventure Ocean Back Deck** – Please note that the Back Deck behind the Youth Facility on Deck 12 is for ages 12–17 only. No adults permitted.

**Alcohol-Free Zones** – We ask parents to please be aware that the areas at and around the Adventure Ocean and Arcade located on Deck 12 aft are strictly alcohol-free zones. We ask that you please respect our youth activities areas.

**Alcohol Policy** – Guests twenty-one (21) years of age and older on the day of boarding are welcome to enjoy alcoholic beverages. All guests are kindly reminded not to provide alcoholic beverages to anyone under the age of 21. Guest who violate any alcohol policies may be asked to depart the ship or not allowed to board, at their own expense, in accordance with our Guest Conduct Policies. Our Bar Staff have been instructed to ask for proof of age. Thank you for your cooperation.

**Broadcast Television** – Royal Caribbean International is proud to offer the following licensed satellite programming available in international waters: CNN International, CNNFN, CNN Español, ESPN International, TNT International, Cartoon Network, Boomerang and Bloomberg TV. (Domestic broadcast feeds can only be legally broadcast within 12 miles of the U.S. coastline.) 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 is a Cruise Services Directory that 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.

**Golf Simulator** – Test your strokes at our Golf Simulator on the Sports Deck (\$25 per hour fee). Make your reservation at the Sports Deck. A cancellation fee of \$12.50 will be charged for cancellations made within 24 hours of your appointment.

**Guest Conduct Policy** – Royal Caribbean has a Guest Conduct Policy regarding safety, security, guest conduct, parental and guardian responsibility, alcohol, prohibited items, health and environment, dining areas dress code, age policies, and consequences for violating the Guest Conduct Policy.

**If Royal Caribbean 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 the Guest Relations Desk or in the Cruise Services Directory.**

**Helpful Travel Health Advisory** – Hand Sanitizers: As you may have heard, this is a very active year for noroviruses, which produces symptoms of upset stomach, diarrhea and vomiting. The U.S. Centers for Disease Control and Prevention indicates that as many as 23 million Americans contract a norovirus on land each year. In order to minimize the risk of norovirus onboard the ship, you will see many portable hand sanitizers around the ship that are available for your use. We remind you, however, that hand sanitizers are not a substitute for hand washing with soap and hot water. All guests are strongly advised to wash their hands frequently with soap and hot water for a minimum of 20 seconds after using the bathroom and again before eating anything. This means you should wash your hands before using the hand sanitizers.

**Liquor/Tobacco Policy** – Royal Caribbean International apologizes for any inconvenience but kindly asks their guests not to bring alcoholic beverages of any kind onboard for consumption. Alcoholic beverages that are purchased duty-free from the Shops On Board or at ports-of-call will be stored by Royal Caribbean International and delivered to your stateroom on the last day of your voyage. A member of our staff will be at the gangway to assist with the storage of your purchases. Important Cigarette Notice: Only one (1) carton of American-made cigarettes will be allowed into the U.S. Any guest found with more than 1 carton will be fined in accordance with new Customs regulations effective January 1, 2002. Fines starts at \$1,000.

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

**Medical Care** – Medical facility charges are based on U.S. Government Medicare Physician Fee Schedule rates. Guests who wish to be seen outside of the posted hours will be charged an additional fee of \$30.00. The Medical Facility is located near the portside stairs/elevators on Deck 1 aft. Tours of the Medical Facility are not permitted.

**Port Safety Information** – We would like to advise all of our guests to take extra care on the pier side when leaving and returning to the Freedom of the Seas. These areas are controlled by the local Port Authorities and at times can be hazardous. Please look out for ropes, wires, moving vehicles, dumpsters, rail lines, bollards, steel grates and uneven surfaces. Please take care.

**Pool Towel Policy** – For your convenience, towels for use at the pools onboard or beaches ashore are available from your Stateroom Attendant. Towels can be exchanged at the main pools, Deck 11, at the Towel Exchange Station. Lost towels will result in a \$20 per towel charge on your final SeaPass Account statement.

**Pre-Paid Gratuities** – The suggested guideline for gratuities for the Stateroom Attendant and Dining Room Staff may be charged to your SeaPass account. Please contact the Guest Relations Desk before 11:00 pm on Friday.

**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 walkie-talkies and hand-held radios during all show performances and in all dining venues.

**Reserving Seats and Lounge Chairs** – Please be advised that the saving of seats in our theaters and lounge chairs poolside and on open decks is strictly prohibited.

**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, the Freedom of the Seas has been primarily designated as a non-smoking ship. Smoking is prohibited in all staterooms, corridors, entertainment and dining venues. 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 all open air decks starboard side, and stateroom and suite balconies. Royal Caribbean International kindly asks all guests to please observe the non-smoking areas and to refrain from smoking pipes or cigars in any of the public areas. These requests are made to provide a comfortable shipboard environment for everyone.

**Swimming Pools** – Please be advised that the Solarium and Solarium Hot Tubs on Deck 11 are for adults only over the age of 16. All families and children are welcome to use the two main pools and the H<sub>2</sub>O Zone on Deck 11. 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, pullups 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 in the Cruise Services Directory. 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.

**United States Department of Agriculture (USDA) Warning** – In ports-of-call, please remember to eat and drink safely. To avoid illness, drink only bottled water, carbonated beverages, 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 fruits & vegetables, meats & poultry, cut flowers or soil onboard or off the ship. Any violation of this policy may result in a fine. Thank you for your cooperation.

**United States Public Health (USPH) and Center for Disease Control (CDC) 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 is not permitted during show times.

**Wake-Up Calls** – Speed dial and enter your preferred wake-up time in 4 digits and press 1 for am or 2 for pm. For example 7:15 am = 0715+1 and 2:30 pm = 0230+2. Then press 1 to confirm the wake-up call.

**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 Relations Desk, Deck 5 or from the Youth Staff at Adventure Ocean activities.