USEFUL INFORMATION

Alcohol-Free Zone – We ask parents to please be aware that the areas at and around Fantaseas and Club Ocean located on Deck 10, Forward 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 above are welcome to enjoy all alcoholic beverages. 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, FOX News, TNT International, Cartoon Network, Boomerang and Bloomberg TV. (Domestic broadcast feeds can only be legally broadcast within 12 miles of the United States 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.

Entertainment Seating – Please remember: no saving of seats. We also kindly ask that all children sit with their parents in the first five rows.

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

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.

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 from Guest Services, located at the Pursers Desk 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 noncompliance will result in the 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 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.

Kid's & Teen's Curfew – After 1:00 am guests under the age of 18 years must be accompanied by an adult or guardian if they are not participating in an organized activity conducted by our Adventure Ocean staff.

Liquor/Tobacco Policy – Royal Caribbean International apologizes for any inconvenience but kindly asks guests not to bring alcoholic beverages of any kind onboard for consumption. Alcoholic beverages that are purchased duty-free from Shops Onboard or our ports-of-call will be stored by Royal Caribbean International and will be available for pick up on the morning of departure. 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 United States. Any guest found with more than 1 carton will be fined in accordance with Customs regulations effective January 1, 2002. Fines start at $1,000.

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 on Deck 1, Centrum. Tours of the Medical Facility are not permitted.

Pre-Paid Gratuities – For your convenience, the suggested guideline for gratuities may be charged to your SeaPass account. Contact Guest Services at the Purser's Desk for details.

Radios, CD and MP3 Players – Please refrain from using radios, CD or MP3 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.

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 vessel. 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, our ships are designated as non-smoking; however, we recognize that some of our guests smoke. Therefore, to provide an onboard environment that also satisfies smokers, we have designated certain areas of the ship as "smoking areas." Generally, smoking is not permitted except in designated areas. (Contact Guest Services for additional details.) Smoking is not permitted inside any guest stateroom; however, guests with balconies may smoke on their balcony. If a guest is in violation of this policy, a cleaning fee of $250 USD will be applied to their SeaPass account and may be subject to further action pursuant to the "Consequences" section of this Guest Conduct Policy. Smoking is permitted in many of our lounges and on open-air decks on the starboard side of the ship. 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. Where permitted, cigarettes, cigars and pipe tobacco must always be properly disposed of and never thrown overboard. A guest must be at least 18 years of age to purchase, possess or use tobacco products onboard.

Swimming Pools – Please be advised that the Solarium and Solarium hot tubs on Deck 9 are for adults only, above the age of 16 years. All families and children are welcome to use the two main pools on Deck 9. Guests under 16 years 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 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 phone. 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 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 take 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 the 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 is not allowed during show times.

Wake-Up Calls – Dial 56 on your stateroom telephone and simply follow the directions provided.

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 Adventure Ocean 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, located at the Pursers Desk, Deck 5 or from the Adventure Ocean Staff at Adventure Ocean activities.

ROYAL CARIBBEAN INTERNATIONAL®

Grandeur of the Seas®

GRATUITIES

Dear Valued Guest,

It is a pleasure to have you sailing with us onboard the Grandeur of the Seas and we certainly hope that you are experiencing the vacation of a lifetime. Royal Caribbean International and its employees are committed to our Gold Anchor Service and are dedicated to ensuring your cruise vacation will be remembered for many years to come. We have made it easy for you to recognize the outstanding service that you have received from our staff by having the option of charging gratuities directly to your SeaPass account.

If you decide to take advantage of this service, a charge of $9.75 per guest per day, will be automatically added to your SeaPass account. This charge will be divided between the Dining Room and Stateroom staff on the last evening of your cruise vacation, when gratuities are customarily extended. You will receive vouchers and gratuity envelopes in your stateroom to distribute to the relevant personnel so that you can thank them in person.

To take advantage of our prepaid gratuity program, please complete the information below and return this form to Guest Services at the Pursers Desk, Deck 5, before 11:00 pm, Tuesday evening. Please note that prepaid gratuities cannot be cancelled and the vouchers are non-refundable.

Thank you for sailing with us and we hope to see you again in the near future.

Yours respectfully,

Royal Caribbean International

CUSTOMARY GRATUITY AMOUNTS

Your Dining Room Waiter ---------- $3.50 per day per guest
Your Assistant Waiter ---------- $2.00 per day per guest
Your Stateroom Attendant ---------- $3.50 per day per guest
Your Head Waiter ---------- $0.75 per day per guest

PLEASE COMPLETE THE FOLLOWING:

Name of guest completing this form: _____ Stateroom: _____

I would like gratuities for the following guests traveling with me charged to my SeaPass account:

Name: _____ Stateroom: _____

Name: _____ Stateroom: _____

Name: _____ Stateroom: _____

Name: _____ Stateroom: _____

Name: _____ Stateroom: _____

Name: _____ Stateroom: _____

Total number of guests charging customary gratuities to my SeaPass account: _____

I hereby direct Royal Caribbean International to allocate the gratuity amounts to the above mentioned staff who were serving me at the end of my cruise vacation.

SeaPass (Folio) Number: _____ **Signature:** _____

RoyalCaribbean INTERNATIONAL

ROYAL CARIBBEAN INTERNATIONAL®

Grandeur of the Seas®

As You Arrive in Baltimore, Maryland
FREQUENTLY ASKED QUESTIONS

• Why do I have to activate my SeaPass card and how do I do that?

The Grandeur of the Seas works on a cashless sales system. Think of your SeaPass card as your onboard charge card. To activate your SeaPass card we require either a credit card, or notification that you will be settling your account in cash. Please note that you may still make cash payments on your account even if you sign up with a credit card. Also please do not place this card next to any credit cards or magnetic money clips etc., as this will deactivate the card.

• When will my stateroom be ready?

Your stateroom will be ready at **1:00 pm**. In the meantime, a delicious **Welcome Aboard Buffet** is available for all guests in the Windjammer Marketplace, Deck 9, forward, from 11:30 am – 3:00 pm.

• What time will my luggage arrive to my stateroom?

Luggage will be delivered continuously throughout the afternoon as soon as we receive it. We appreciate your patience as we deliver approximately 5,000 pieces of luggage. If you do not receive all of your luggage by 8:30 pm, please contact Guest Services at the Pursers Desk, Deck 5. Please inform your Stateroom Attendant or Guest Services at the Pursers Desk if there is luggage in your stateroom that does not belong to you!

• How can I get my dinner seating changed?

Your seating arrangements are printed on the front of your SeaPass card. Our Maitre d' will be available for any table or seating request changes between 1:30 pm – 3:30 pm, 6:15 pm – 7:00 pm and 8:30 pm – 9:15 pm, outside the Great Gatsby Dining Room, Deck 4. Please check your daily Cruise Compass for opening hours. For "My Time Dining" reservations call 3333.

• Expo!

Want to find out what is in store for you during your cruise vacation? Check out the fun and informative Expo! at 1:30 pm – 3:00 pm, this afternoon and see what goods and services will be available.

• What to do tonight

Attend the Welcome Aboard Show in the Palladium Theater, Decks 5 & 6.
Please check your Cruise Compass for the time. This show features some of our guest entertainers and also a great deal of useful information presented in a lighthearted way by the Cruise Director.

• Youth Evacuation Plan "YEP"

If your children are participating in the Adventure Ocean program, our highly trained Adventure Ocean Staff will take your child(ren) to meet you at your pre-assigned Assembly Station in the event of an emergency. For further details please be sure to see the Adventure Ocean Staff at the gangway as soon as you come onboard. They will advise you of the details of the program and register your child(ren).

• How do I book shore excursions?

Our friendly Explorations! staff at the Shore Excursion Desk, Deck 5 will be available from 1:30 pm – 3:00 pm and 4:00 pm – 8:00 pm to assist you in booking a shore excursion. If you would like to book a tour in advance, just fill out the Express Shore Excursion order form, drop it into the box at the Shore Excursion Desk – available all day – and the tickets will be delivered to your stateroom.

On behalf of the Captain, Officers, Staff and Crew, we wish you a wonderful cruise vacation onboard the beautiful Grandeur of the Seas.

RoyalCaribbean® INTERNATIONAL

Shops Onboard

All our duty free shops are located on Deck 6 and will remain closed whenever the ship is in port. Once we set sail and have reached international waters, the shops will open. Check the daily opening hours in your Cruise Compass.

Soda Package

Thirsty? You can get unlimited sodas for the entire cruise vacation.
See today's Cruise Compass for prices.
These are available from any bar.

Grandeur Day Spa

To make appointments for any treatments or massages available onboard or if you wish to take a tour of the facilities (available on boarding day only), the Grandeur Day Spa is located on Deck 9, aft. For more information dial extension 4850.

Valet Service

A dry cleaning service is available onboard. Just fill out the form located in your stateroom and leave it in the laundry bag for your Stateroom Attendant to pick up. For safety reasons please be advised that the use of personal irons is not permitted.

Elevators

Please be aware that during the boarding process, two elevators on each side will be used for luggage handling only and all guests are asked to avoid using these elevators.

Room Service

Room Service is available all day except on the last day of the voyage (until 2:00 am). Please dial extension 53. *(A $3.95 service charge will be applied for room service Light Snack orders between midnight – 5:00 am)*

Taxes

Taxes apply while in United States ports.

Deck 11

- Viking Crown Lounge

Deck 10

- Rock Climbing Wall
- Grandeur Fitness Center
- Jogging Track
- Video Arcade
- Fantaseas Teen Center
- Adventure Ocean Kid's Center

Deck 9

- Grandeur Day Spa
- Windjammer Marketplace
- Solarium/Indoor Pool
- Main/Outdoor Pool
- Whirlpools

Deck 8

- Navigational Bridge
- Crown & Anchor Study
- royal caribbean online℠ Internet Café

Deck 7

- Library
- Card Room

Deck 6

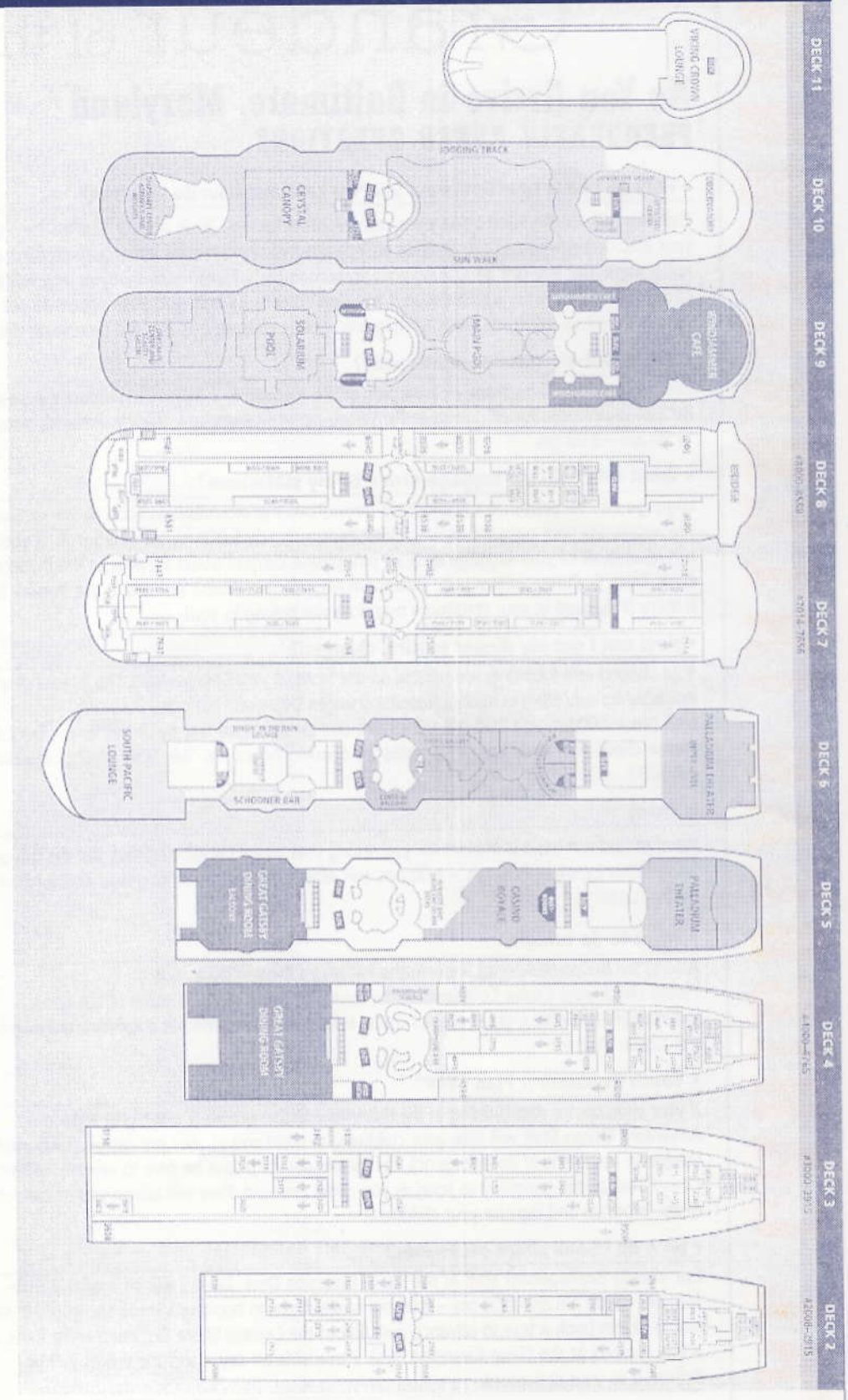
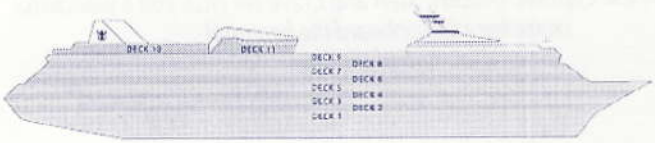
- Singin' in the Rain Lounge
- South Pacific Lounge
- Conference Center
- Schooner Bar
- Shops Onboard
- Photo Gallery
- Café Latte-tudes/Ben & Jerry's
- Palladium Theater Upper Level

Deck 5

- Palladium Theater
- Casino Royale
- Pursers Desk
- Shore Excursion Desk
- Great Gatsby Dining Room Upper Level

Deck 4

- Great Gatsby Dining Room
- Champagne Bar

Deck 1

- Medical Facility