

# USEFUL INFORMATION

**Alcohol-Free Zone** – 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** - The minimum drinking age for all alcoholic beverages on all Royal Caribbean International ships is 21 years. Picture identification required.

**Broadcast Television** - Royal Caribbean International is proud to offer the following licensed satellite programming available in international waters: CNN International, CNN Espanol, ESPN International, TNT, TCM, 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 anytime - 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!

**Casino** – Access to Casino Royale is restricted to guests 18 years and older. The use of video cameras are not permitted in the casino. You are, however, welcome to take still pictures. Pipe, cigar smoking and chewing tobacco are not permitted.

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

**Entertainment Seating** – Please remember, no reserving of seats. We also kindly ask that all children sit with their parents and avoid the front row.

**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:

o Smoking    o Verbal abuse    o Violent and/or unruly behavior    o Excessive, offensive language    o Possession of an illegal substance    o 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 at the Guest Relations Desk or in the Cruise Services Directory in your stateroom.**

**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 non-compliance will result in 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 in this matter would be greatly appreciated.

**Liquor Collection Policy** – Royal Caribbean International apologizes for any inconvenience, but we kindly ask our guests not to bring alcoholic beverages of any kind onboard for consumption. Alcoholic beverages of any kind\* that are purchased from the Shops Onboard 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. \*Wine, champagne, beer, spirits but not limited to these items.

**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 near the portside stairs/elevators on Deck 2 forward. Tours of the Medical Facility are not permitted.

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

**royal caribbean online<sup>SM</sup>** – Check stocks or e-mail a friend. Twenty-four hour access. Located on Decks 4, 5 and 7.

**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, the Jewel of the Seas has been primarily designated as a non-smoking ship. 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 the starboard side of open air decks and 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. 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 fee of \$250 will be applied to their SeaPass card.

**Swimming Pools** – Please be advised that the Solarium and Solarium Hot Tubs on Deck 11 are only for guests over the age of 16 years. All families and children are welcome to use the Main Pool on Deck 11. A parent or guardian must accompany guests under the age of 16 years wishing to enjoy the Main Poolside Hot Tubs. 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 the parents/guardians in advance for helping us to monitor 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.

**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, raw fruits and vegetables. Please be advised that guests are not permitted to bring 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 products such as meat, eggs, dairy produce, poultry or seafood that is raw or undercooked significantly increases risk to vulnerable and immunodeficient guests.

**Video and Audio Recording Policy** – With respect to artists' rights, we kindly remind our guests that video and audio recording is not allowed during showtimes.

**Wake-Up Calls** – Speed dial and enter your preferred wake-up time by using the convenient speed dial button on your phone.

**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 Relations Desk, Deck 4 or Adventure Ocean, Deck 12.

# Jewel of the Seas®

Dear Valued Guest,

It is a pleasure to have you sailing with us onboard the Jewel 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 Services 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, Deck 4, before 11:00 pm, Thursday evening. Please note that prepaid gratuities cannot be canceled 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 serving me at the end of my cruise vacation.

SeaPass (Folio) Number: \_\_\_\_\_ Signature: \_\_\_\_\_



# Jewel of the Seas®

## AS YOU ARRIVE - BOSTON

### Frequently Asked Questions

What is SeaPass and how do I activate it?

The Jewel of the Seas is a cashless ship. Think of your SeaPass card as your onboard charging card. To activate your SeaPass card, we suggest using a credit card as it allows for automatic checkout at the end of your cruise vacation while also avoiding standing in long lines. Should you wish to establish a cash account, we encourage you to make a cash deposit at the Guest Relations Desk, Deck 4, to avoid having your SeaPass card de-activated should it exceed the pre-set \$ 300 limit. Any remaining cash credits will be refunded to you on the last day of the cruise vacation.

When will my stateroom be ready?

Your stateroom will be ready at approximately 1:00 pm. In the meantime:

- Welcome Aboard Buffet: Windjammer Café, Deck 11 from Noon until 4:00 pm.
- Several Bars around the ship will be open. Check the Cruise Compass for locations and times.
- Pools and Jacuzzis on Deck 11 will also be open.

How can I change my dinner seating and/or table?

Your dinner seating and table are printed on the front of your SeaPass card. There are two seatings: the main seating at 5:30 pm and the second seating at 8:00 pm. To make changes, the Dining Room Staff will be available in the Tides Dining Room, Deck 4 from 1:00 pm until 4:00 pm.

How can I order my shore excursions?

Detailed information and descriptions on all the shore excursions are available on your stateroom TV – channel 15. To order, there are 3 different ways:

1. The easiest and fastest way to order your shore excursions is through RCTV in your stateroom.
2. Simply fill out the express order form and drop it off in the drop off box at the Explorations! Desk, Deck 4. Tickets will be delivered directly to your stateroom.
3. Stop by the Explorations! Desk, Deck 4 early today to order your shore excursions. Check the Cruise Compass for opening hours.

How can I make a telephone call?

To call a stateroom, simply dial the stateroom number. There is no charge for stateroom-to-stateroom calls. Ship-to-shore calls can also 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 account. Friends and family can call you from home. Give them this number: 1-888-RC4-SHIP.

### GENERAL INFORMATION

#### Guest Lifeboat Drill

Familiarize yourself with the safety routine onboard and your assembly station, which is your assigned meeting place in case of emergency. View our safety film on your stateroom television. There will be a mandatory guest lifeboat drill at 4:30 pm. Please listen to the announcements for further instructions.

#### Luggage Delivery

The luggage delivery is a lengthy process. Thank you for your patience and understanding.

#### Shops Onboard

All our duty-free shops are located on Deck 5 and will remain closed whilst the ship is in port, because of local Customs regulations. Once we set sail and have reached international waters, the shops will open. Check the daily opening hours in your Cruise Compass.

#### Soda Package

Buy a fountain soda package at any bar onboard and enjoy unlimited soda during your cruise vacation.

#### Valet Service

A dry cleaning service is available onboard. Just fill out the form located in your stateroom and leave it with 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.



# Jewel of the Seas®

## AS YOU DEPART

Dear Guest,

On the day of departure, feel free to relax in your stateroom, or if you prefer enjoy breakfast in one of the below dining areas. Be sure to leave enough time to meet in the designated waiting areas shown here at bottom right. (Note: announcements regarding departure formalities will only be heard in the assigned waiting areas).

**Breakfast will be served in:**

- The Tides Dining Room, Deck 4  
6:00 am – 8:00 am (continuous service)
- Windjammer Café, Buffet Breakfast, Deck 11  
5:30 am – 8:30 am

Please make sure you are in your designated waiting areas, prior to your scheduled departure time. Once your color tag has been called, please proceed to the gangway. Your luggage will not be available in the pier terminal until your colored tag has been called in your assigned departure lounge, you will be escorted to the gangway by the departure lounge host.

The Photo Gallery will remain open this morning from 7:00 am until 8:00 am. This is your very last chance to view your cruise vacation photos before departing the ship. Don't leave for home without them.

Don't forget the best souvenir of your vacation now available in the Photo Gallery is your Cruise in Review DVD with daily highlights and insider tours of the ship and ports-of-call.

- Medical Facility Dial 51
- Medical Emergency Dial 911
- Café Latte-tudes 7:00 am – 9:00 am


### FIVE STEPS AS YOU DEPART . . .

#### STEP ONE The Night Before

- Please remove all old tags from your luggage except for any personal identification.
- Attach one of the colored tags, delivered by your Stateroom Attendant, to each piece of luggage.
- Place each piece of luggage outside your stateroom between 7:00 pm and 11:00 pm on Friday evening. Please make sure that you do not pack your flight tickets, passport/proof of citizenship, medication and that you remember to keep some clothes for departure. It is imperative that your luggage be placed outside your stateroom no later than 11:00 pm Friday evening, to ensure that your luggage is received in a timely manner in the terminal.
- Please hand carry all fragile items such as liquor, laptops, glass souvenirs, etc.
- Under no circumstances should you accept a parcel or piece of luggage that does not belong to you.
- Please take a moment to view the departure video for an overview of the departure process on channel 27.

FIVE STEPS – AS YOU DEPART CONTINUED... TURNOVER



 Guests with disabilities and special needs requiring wheelchair assistance should meet in the **Tides Dining Room, Deck 4 portside**, when your color tag is called. You will be escorted off the ship by one of our staff members.

Wheelchair assistance is provided from the Tides Dining Room, Deck 4 portside to the pier terminal luggage holding area only. (Please be advised that this is limited service and the approximate waiting time is 45 minutes).

**Guests are requested to kindly avoid the Decks 4 & 5 Centrum areas and only proceed to the gangway when your color tag has been called in your departure lounge.**

**DEPARTURE ORDER**

The first color will be called off the ship at approximately 7:30 am. The last color will be called at approximately 9:20 am. Please note this order is subject to the flow of guests and luggage in and out of the pier terminal and may change slightly.

**LUGGAGE TAG COLOR CHART**

Indicated approximate times below depend on clearance of the vessel by United States Customs & Border Protection.

Guests are asked to please note the following lounges which have been designated for you to wait in. United States Coast Guard regulations state that all stairways and landings must remain clear, in order to process a smooth departure from the vessel. Announcements regarding departure formalities will only be heard in the assigned waiting areas.

• **Express Departure** (Carry Own Luggage)  
*Proceed to the gangway (approx. 7:15 am – 7:30 am)*

• **Waiting Area:** Vortex, Deck 13  
(Diamond Plus, Diamond, Platinum Crown & Anchor Society guests).

• **Waiting Area:** Portofino, Deck 6  
(Suite Guests).

• **Waiting Area:** Coral Theatre, Deck 5

Beige 4	7:40 am
Yellow 5	8:10 am
Red 5	8:30 am
Brown 5	8:40 am
Lavender 5	8:50 am
Light Blue 5	9:10 am

• **Waiting Area:** Coral Theatre, Deck 6

Purple 5	7:40 am
Beige 5	7:50 am
Yellow 4	8:05 am
Red 4	8:20 am
Blue 4	8:50 am
Blue 5	9:00 am

• **Waiting Area:** Chops Grille, Deck 6

Orange 3	7:45 am
Pink 4	9:20 am

• **Waiting Area:** Schooner Bar, Deck 6

White	7:30 am
Gray 5	7:50 am
Green 4	8:35 am
Pink 5	9:10 am
Pink 3	9:20 am

• **Waiting Area:** Tides Dining Room, Deck 4 starboard side

Orange 4	7:55 am
Green 5	8:40 am

## FIVE STEPS AS YOU DEPART . . .



### STEP TWO Morning of Departure

SeaPass accounts are automatically billed if you have registered a credit card. A statement of your account will be delivered to your stateroom by 6:00 am, Saturday. For your convenience, accounts established with a credit card will remain active on Saturday morning for any last-minute purchases. If you have any questions regarding your account, please contact Guest Services before 8:30 am on Saturday morning by dialing "0". Remember that you can review your folio at any time by using the RCTV system. Stateroom mini-bar will be checked Saturday morning prior to your departure and any consumed items will be billed in addition to your statement received on Saturday morning.



- Guest settling their SeaPass accounts with cash should settle their accounts by 11:00 pm on the evening prior to departure. If you would like to continue using your SeaPass card past this time, a credit card will be required in order to keep your account open.
- Please be reminded that your SeaPass card is required at the Gangway when you depart the ship.



### STEP THREE United States Customs and Border Protection

- All guests must complete a United States Customs form before departure. Only one form is required for all family members with the same last name and address. Please ensure that you have the form completed and signed before leaving the ship. This will ensure a quick departure.
- All Non-United States guests must present themselves personally to a United States Customs and Border Protection Officer for an immigration inspection.
- All guests who have exceeded their exemption in merchandise, liquor or are carrying monies in excess of \$10,000 must present themselves to a United States Department of Agriculture and Border Protection Officer in the Card Room, Deck 6 aft, between 6:30 am and 6:45 am. By law it is imperative that you declare these items to the officials. If you have exceeded the following:



- \$800 in merchandise from any of our ports or purchased onboard.
- 1 carton of 200 cigarettes – must be 18 years or older.
- Excess United States manufactured cigarettes made for export only will be seized. Foreign-manufactured tobacco products will be subject to duty and internal revenue taxes.
- 100 cigars – must be 18 years or older. No Cuban cigars are permitted into the United States.
- 1 liter of alcohol – must be 21 years or older. Applicable internal revenue taxes and duties will be assessed on any overages.

United States Customs and Border Protection will board the Jewel of the Seas to conduct a full immigration inspection for all Non-United States guests.

By law, this inspection is mandatory for all Non-United States guests, including ARC Card holders, Canadian citizens, British citizens, European Union members, etc. All these guests must present themselves in person to the officials.

This inspection will take place in the Safari Club, Deck 6 as per the schedule below. Please bring with you the following documents:

- SeaPass Boarding Card
- Passport
- I-94W Visa Waiver Form (Green) or I-94 Arrival/Departure Record (White), as the case may be.
- United States Customs Declaration duly completed, dated and signed

For your comfort and convenience, please adhere to this schedule to keep the inspection orderly and organized:

- **Safari Club from Deck 6, 6:15 am until 6:45 am**

We kindly ask you to please be on time, as nobody will be allowed to depart the ship until all the Non-United States guests have cleared with the officials.



### STEP FOUR Baggage Claim

Once inside the terminal, proceed to the baggage claim area designated for your luggage tag color. Remember luggage tends to look alike, please be sure to check the personal name tags on your bags prior to claiming.



### STEP FIVE Transportation/Onshore Connections

- Guests with Purchased Transfers to the Airport – collect your bags from the baggage claim area, then proceed to the buses that will be waiting outside to take you and your luggage to the airport.
- Guests on Explorations! – collect your bags from the baggage claim area, then place your bags on the same bus you are traveling on.
- Cruise Only Guests – collect your bags from the baggage claim area, then proceed outside where there will be taxis available for you.

*On behalf of Royal Caribbean International, we would like to thank you for cruising onboard the Jewel of the Seas.  
We look forward to welcoming you aboard another Royal Caribbean International ship in the near future.  
Have a safe journey home!*

**Please be sure to save this flyer to assist you with tomorrow's departure.**