Useful Celebrity Mercury Information

Please keep this page as a reference for the duration of your cruise
More information can be found in your Stateroom Directory of Services

Alcohol Policy: Guests must be 21 years or older to consume alcoholic beverages onboard.

Alcohol Purchased Ashore: All alcohol purchased ashore will be collected at the gangway and stored in a secure area. It will be delivered to your stateroom along with any other Duty Free purchases on the last evening of the cruise. Onboard consumption of alcohol purchased ashore is not permitted.

Bar Service Charge: A 15% service charge will be automatically added to bar bills.

Casino Gaming: Guests 18 years & older are welcome in Fortunes Casino. Cash is accepted in the Casino only. You may withdraw up to $2000 per day using your SeaPass℠ Card. A transaction fee of 3% applies.

Cashless System: A "Cashless" payment system has been established onboard. Your SeaPass℠ Card was validated when you embarked and it can be used throughout the ship to make purchases. A final itemized statement will be delivered to your stateroom on the evening before disembarkation. If you misplace your card please report the loss immediately and a new card will be issued at the Guest Relations Desk.

Parents: If you wish to restrict your child's card, please contact the Guest Relations Desk.

Concierge Service: Concierge service is available for guests wishing to book car rentals, restaurant reservations or other services in our ports of call. The Concierge Desk is located on Plaza Deck 5 Midship next to the Guest Relations Desk.

Corkage Fee: A $25 corkage fee (per bottle) will be charged in dining venues for wine bottles not purchased from the onboard wine list.

Deck Chairs: Use of poolside deck chairs is on a first come, first serve basis. Please refrain from reserving deck chairs so as not to inconvenience your fellow guests.

Dietary Requests: Guests who have special dietary requirements should contact their Assistant Maitre d' to address or confirm their requests.

Evening Dress Codes: Celebrity Cruises honors this grand sailing tradition and all guests are asked to follow the dress codes as indicated in Celebrity Today. Dress codes are in effect from 6:00pm in all restaurants and in the theatre during evening performances. Beachwear, Flip flops/bare feet and baseball caps are not permitted in shipboard restaurants at any time.

Guest Conduct Policy: These guidelines have been developed to ensure the safety, comfort and enjoyment of all guests. Please ensure you familiarize yourself with the Guest Conduct Policy listed in the Directory of Services. Celebrity Cruises reserves the right to disembark any guest that is in violation of the policy.

Helpful Health Information: Celebrity Cruises, working in conjunction with the U.S. Centers for Disease Control and Prevention, has instituted enhanced cleaning procedures onboard all its vessels. You will likely see some of these activities during your cruise. Medical experts tell us that the best way to prevent colds, flu and gastrointestinal illness is to simply wash your hands thoroughly with soap and hot water after rest room breaks and again before eating anything.

I-TV System: Order Pay-Per-View Movies, Room Service, book Shore Excursions and review your SeaPass℠ Account through the Interactive Television System.

Inclement Weather: Please use handrails and keep to the right hand side of stairways. Use extra caution when walking on open decks as they may become slippery.

Lost and Found: If you have lost or found anything please report it to the Guest Relations Desk on Deck 5, Midship.

Medical Facility: The Medical Facility is open daily from 9:00am – 12 Noon and 5:00pm – 8:00pm. One doctor and a nurse are on call for emergencies at all times. For serious emergencies please call Guest Relations at ext. 7687 or press the "Emergency" button on your telephone. All medical services are subject to charge (based upon posted U.S. medical rates).

Misuse of Drugs Act 1972: All persons going ashore are warned that it is a criminal offense to import or be in possession of narcotics and other controlled drugs (including marijuana). Local Authorities may come onboard to search the vessel to search for contraband. Penalties for drug offenders are severe. Guests travelling with prescribed controlled drugs must claim them with Customs Authorities.

Plumbing System: Please refrain from throwing anything other than toilet tissue into the toilets throughout the vessel, as this may cause damage to or block the vacuum waste disposal system. Appropriate waste receptacles are located in all staterooms and throughout the vessel for your convenience.

Protecting the Environment: At Celebrity Cruises, our home is the sea and we care for it through our ongoing commitment to environmental stewardship. We are also dedicated to ensuring the highest standards of health and safety for the welfare of our guests and crew, as well as our planet. The stringent quality controls found aboard each of our ships and practiced by every member of our staff, are a vital part of the Celebrity experience. We recycle our glass, aluminum, metals, plastic and paper. We have in place, throughout the vessel, labeled recycling containers for your use. We kindly request that you use them accordingly and thank you for you help in preserving

Save the Waves: Celebrity Cruises is committed to protecting the world's oceans and operates Advanced Wastewater Purification systems on its ships to treat all wastewater (toilets, sinks, showers, laundry, galleys, etc.). Please help us by never disposing of personal care products or medications into the ships wastewater system. If you must dispose of these items, please notify your stateroom attendant or the ship's Environmental Officer. They will ensure it is safely handled and disposed in accordance with all environmental regulations.

Shore Excursions: The cancellation deadline for shore excursions for our ports of call is printed on the Booking Form. Most tours have limited availability. Please book early to avoid disappointment.

Smoking Policy: Cigarette smoking is only permitted in designated outdoor areas of the ship. Cigar and pipe smoking is only permitted in designated outdoor areas. Violation of the smoking policy will result in a $250 fine and disembarkation from the vessel. All smoking materials must be properly disposed of and never thrown overboard. Guests must be at least 18 years of age to purchase, possess or use tobacco onboard.

Solicitation: Soliciting is not permitted onboard as it is considered a disturbance to other guests. Guests found soliciting will be asked to cease and collateral will be confiscated and discarded. Continued non-compliance will result in guest disembarkation at the next port of call.

Stateroom Private Bar: For your convenience a private bar is located in your stateroom. All items consumed will be charged to your SeaPass℠ Account.

Theater Video and Tape Recording Policy: Guests are reminded that copyright laws prohibit video and audio taping of all shows.

United States Public Health (U.S.P.H.) Regulation Information: Animal foods such as beef, eggs, lamb, milk, pork, poultry or seafood, that is raw or undercooked significantly increases the risk of foodborne illness to vulnerable and immunodeficiency guests.

YEP (Youth Evacuation Plan): For the duration of the voyage all children aged 3-11 years must wear a YEP wristband indicating their muster station. Wristbands may be obtained from the Guest Relations Desk or from our staff in the Fun Factory, Deck 9, aft. In the event of an emergency, children participating in the Youth Program will be escorted to their muster stations by our highly trained Youth Staff. Children will be supervised until they are reunited with their parent or guardian.