

## Frequently Asked Questions

### Why do I have to activate my SeaPass® and how do I do that?

The *Voyager of the Seas* works on a cashless sales system. Think of your SeaPass® card as your onboard charge card. You can activate your SeaPass® account by linking it to your credit card or on a cash basis. Parents are responsible for any purchases made by their children during their cruise vacation. If you require any cards to be deactivated, please see our staff at the Guest Relations Desk, Deck 5. Cards should be kept away from cell phones, money clips & other magnetic devices that could demagnetize the card. Please be advised that all credit and debit cards are approved on a daily basis. Should you wish to establish a cash account, we encourage you to make a cash deposit at the Guest Relations Desk, Deck 5 to avoid having your SeaPass card deactivated should it exceed the pre-set \$300 limit, any remaining cash deposit 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 1:00 pm. In the meantime, a delicious lunch buffet is served in the Windjammer Café, Deck 11, from 11:30 am - 4:00 pm. Café Promenade also serves light snacks. The Sky Bar, Deck 12, the Pig & Whistle Pub, Deck 5 and the Aquarium Bar, Deck 4 are open at noon. Please note: Our Beverage Services are restricted by Local Customs Regulations while in port/local waters. This restriction ceases once we reach international waters.

### What time will my luggage arrive to my stateroom?

Due to the high volume of luggage handled during the boarding process and security procedures, we will deliver luggage up until 9:00 pm. If your luggage has not arrived by this time, please contact Guest Services Staff at the Guest Relations Desk, Deck 5.

### How can I get my dinner seating changed?

Your seating arrangements are printed on the front of your SeaPass® card. Our Restaurant Operations Manager will be available for table or seating request changes from 11:30 am - 3:45 pm, La Bohème Dining Room, Deck 4.

### Adventure Ocean Children's Program.

For all those families with children ages 3-11, Adventure Ocean is open from 1:00 pm - 4:00 pm for tours and questions.

### What security measures does this ship have?

To prevent unauthorized persons from boarding the ship, please have your SeaPass® card ready to present to the Officer at the gangway to swipe through our SeaPass® system when you go ashore and return to the ship. On occasion, you may be asked to open your handbags or parcels. This extra security measure is a demonstration of our concern for all guests' safety. Please do not agree to take packages onboard for people you do not know.

### Do I have access to a safe? How do I use it?

Each stateroom features a safe and instructions for use are posted next to the safe. Your Stateroom Attendant can also explain how to use the safe. If you should encounter any problems using your safe, please contact maintenance by dialing 1800.

### How do I book shore excursions?

Our friendly staff at the Explorations! Desk, Deck 5 will be available at 2:00 pm today to assist you in booking tours. The fastest way to book your tour is from the comfort of your stateroom using RCTV. Just press the menu button on your remote control to get started. You'll get instant confirmation. Alternatively, you can fill out the Express Explorations! Order Form and drop it in the Drop Box at the Explorations! Desk. Your tickets will be then delivered to your stateroom.

### What are my options should I need to make a telephone call?

Dialing instructions for your stateroom telephone are in your Cruise Services Directory. There is no charge for calling stateroom to stateroom. Simply dial the 4 digit stateroom number. External calls/collect calls and calling cards are charged at \$7.95 per minute billed to your SeaPass® account. You may also be able to make/receive calls/text messages using your own mobile phone. International roaming charges will be charged by your home carrier.

### How can I get a wake-up call?

You can program wake-up calls on your phone by pressing the speed dial button and entering your preferred wake up time using 4 digits and a 24-hour clock. For example: 7:15 am = 0715 and 2:30 pm = 1430.

### From our Medical Facility!

Medical 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. The Medical Facility is open daily from 8:00 am - 11:00 am & 4:00 pm - 7:00 pm.

### I need two twin-size beds, but there is only one queen-size bed (or vice versa).

If you would like to have your beds separated (or combined), your Stateroom Attendant will be glad to do that for you when she/he turns down your room this evening. Please advise them of your wishes.

### **Beverage Package Savings**

Join us at the Planning Event or in the Royal Promenade today to sign up for our fantastic beverage packages. Your Dining Room Waiter will also gladly assist in securing your Wine & Dine Package. For Soda/Juice Packages simply stop by any Bar for assistance. The team at Café Promenade will take care of your Water Package order and can even have it delivered to your room within 24 hours.

### **Voyager Day Spa**

Our Spa Team is ready to start pampering you from the moment you step onboard. Please visit us on Deck 12, forward or dial 3371 to secure your appointments.

### **Internet Services**

Stay connected with *royal caribbean online*® (Internet Café, Library, Decks 7 & 8). We also offer Wireless Internet on your personal laptop.

### **RCTV**

You can use the interactive TV in your stateroom to book all your Explorations!, view your SeaPass® account and order Room Service. Just press "MENU" on your remote control to get started.

### **Room Service**

Available 24 hours starting tonight at 6:00 pm. On the last day this service will close at midnight. A \$3.95 service charge will be applied for room service Light Snack orders between midnight and 5:00 am. Dial 3416 to place your order.

### **Valet Service/Dry Cleaning**

Simply fill out the form located in your stateroom and leave it with the laundry bag for your Stateroom Attendant. For safety reasons the use of personal irons is not permitted.

*The Captain, Officers, Staff and Crew wish you a wonderful cruise vacation onboard the beautiful Voyager 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.

All guests 17 and under must be clear of all public areas by 1:00 am each evening unless accompanied by a parent or guardian. 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 Guest Relations Desk, Deck 5 or in the Cruise Services Directory, located in your stateroom.

**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 leave the ship or not allowed to board, at their own expense, in accordance with our Guest Conduct Policy. 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 present 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.

**Customs Allowance (United States citizens)** – Each guest is allowed the following Duty Free items. 50 non-Cuban cigars, 200 cigarettes, 1 liter of alcohol per guest 21 years of age and over. If you purchase over the allowance you will be subject to duty taxes.

**Entertainment Seating** – Please remember: no saving of seats. We also kindly ask that all children sit with their parents.

**Golf Simulator** – Test your strokes in our Golf Simulator on Sports Deck (\$25 fee/hour). Make your reservation at the Sports Deck or by using RCTV. A cancellation fee of \$25 will be charged for cancellations made with less than 24 hours notice.

**Guest Conduct Policy** – For the safety, comfort and enjoyment of all Royal Caribbean International guests, we have developed certain Guest Conduct Policy 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 •Solicitation •Underage drinking

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 Guest Services, Deck 5 as well as in the Cruise Services Directory.

**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 is greatly appreciated. Further health information can be viewed in channel 27 on day 1 and channel 14 on all other days.

**Internet Connection** – The internet connection speed may not be same to what you are accustomed to on land due to satellite connectivity and bandwidth limitations.

**Medical Care** – Medical Facility charges are based on 2008 UCR (Usual, Customary 7 Reasonable) published by PMIC (Practice Management Information Corporation). Guests who wish to be seen outside of the posted hours will be charged an additional \$30 fee. The Medical Facility is located near the portside stairs/elevators on Deck 1, aft. Tours of the Medical Facility are not permitted.

**Pool Towels** – Exchange your pool towel (one clean for one used) at the Towel Exchange Station, Deck 11 using your SeaPass card. A \$25 fee per towel will be added on your SeaPass account for towels not returned. Please refer to daily compass for opening hours.

**Port Safety Information** – We would like to advise our guests to take extra care on the pier when leaving and returning to the *Voyager 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.

**Radios, Tape Recorders, Cell Phone/Mobile and CD Players** – Please refrain from using radios, tape recorders or CD players in public areas unless used with headphones. For the enjoyment of all guests, please refrain from the use of cell phones, 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 reservation 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 in the Library on Decks 7 & 8.

**Save The Waves** – Please refrain from throwing anything overboard either in our ports-of-call 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.

**Smoking Policy** – For the comfort and enjoyment of our guests, the *Voyager 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, on open air decks port 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 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. This includes calls made using a phone card and/or toll-free numbers. Keep in touch with friends and family with phone service from your stateroom. Just try not to rub it in, that they're home and you're here. \$7.95/minute.

**United States Department of Agriculture Warning** – In our 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 and Center 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.

**Voyager Day Spa and Fitness Classes** – Cancellations must be made 24 hours before the appointment to avoid a 50% charge. All teens must have their parents consent before receiving treatments. A parent or guardian must sign the teen's client consultation form acknowledging their consent. If you are under 16 years of age, a parent or guardian must be with you for treatments performed in private rooms. All guests under the age of 18 receiving massage treatments are required to wear their bathing suits during treatments. All Fitness classes will be held at the Aerobics Studio or a place designated by the Personal Trainer. Guest 16 years and older are welcome in the Fitness Center. Teen guests are not permitted in the sauna or steam rooms.

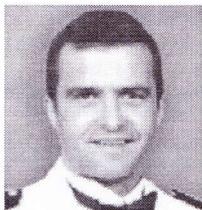
**Video and Tape Recording Policy** – With respect to artists' rights, we kindly remind our guests that video and audio recording is not permitted during show times.

**Wake Up Calls** – Speed dial and enter your preferred wake-up time in 4 digits - using 24 hour clock. For example 7:15 am =0715 and 2:30 pm =1420.

**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 in the unlikely event of an emergency. 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 Guest Services, Deck 5 or from the Youth Staff at Adventure Ocean activities.



**THE OFFICERS AND  
STAFF ONBOARD**



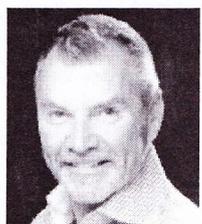
**CHARLES TEIGE, CAPTAIN**

Captain Charles Teige was born and raised on the small island of Nerlandsoey, just off the west coast of Norway. As with many Norwegians, he heard the call at an early age and began his career at sea when he was 18. After a friend talked him into working on cruise ships, Captain Charles signed aboard Royal Caribbean International's *Nordic Prince* for one contract in 1992, before returning to school to complete a Bachelor's degree in Economics. Following school, he joined the *Sovereign of the Seas* and was also heavily involved with the new building projects of the *Splendour*, *Radiance* and *Brilliance of the Seas*. He was in command of the *Serenade of the Seas* before he joined the *Enchantment of the Seas* as the Project Captain in the lengthening and revitalization project. The *Enchantment of the Seas* was cut in half and a new section or 'mid-body', which is 22.2m long (73 feet), 32.2m wide (106 feet), 44m high (144 feet) and weighs 2,666 metric tons (2,939 tons) was inserted. After being in command of the *Liberty of the Seas*, Captain Charles is pleased to call now the *Voyager of the Seas* his new home, and welcomes you aboard for the cruise vacation of a lifetime.



**COLIN J. CLARKE, HOTEL DIRECTOR**

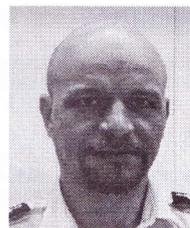
Colin Clarke hails from Hawick, Scotland but now calls Australia and Thailand home. He commenced his hotel Management career after graduating from the Ryde Hotel and Catering College in Sydney, Australia. His working career has taken him all over the world (Kuwait, China, Australia, Indonesia, Thailand, Vanuatu, United Kingdom the Philippines and New Zealand) where he has held Executive Management positions with some of the world's leading hotel chains, including Hilton Hotels, Shangri-La Hotels & Resorts, Conrad Hotels, Safir International Hotels, Semcorp Hotels & Resorts and, most recently, as General Manager for Amara Hotels & Resorts in Singapore. Colin is also an elected member of the Hotel and Catering International Management Association, the Australian and United Kingdom Bartenders Guild, Chaine des Rôtisseurs, Skai International, Global Hoteliers International and is a Certified Food and Beverage Executive. Colin, joined Royal Caribbean International in 2006 and is very pleased to be a member of the Executive team on the *Voyager of the Seas* as Hotel Director. He wishes you a pleasant and memorable cruise vacation onboard this beautiful ship.



**GORDON WHATMAN, CRUISE DIRECTOR**

Hailing from jolly old England, Gordon has had a very varied profession to say the least. After leaving school at 16, Gordon attended college and received his masters in mechanical engineering for the "Diamond Tool" industry. After 10 years, he went into the Auto-Trade (no, not a used car salesman). At the age of 30, Gordon started taking singing lessons from an opera coach. He soon found his career was in for a big change.

Performing in many major musical roles such as *Curly* in "Oklahoma", *Perchik* in "Fiddler on the Roof", *Lun Tha* in "The King & I" and many more. He took to the high seas joining Royal Caribbean International in 1990 onboard the *Viking Serenade*. Since then Gordon has watched the company grow from 5 when he started to now 22 ships. Now celebrating 22 years with the company! He has had the good fortune to sail on nearly all of our itineraries including Europe, Alaska, Caribbean, Dubai and many Atlantic crossings, He was on the *Sun Viking* here in Asia in 1995 when the company came here for the first time and is so pleased to be back. Gordon welcomes you onboard the *Voyager of the Seas*, with so much to do and see onboard, why go ashore! She is one of the friendliest ships in the fleet, which he is sure you will notice. Enjoy!



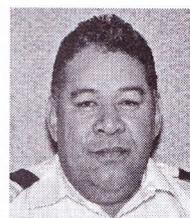
**KAI MATTSSON, CHIEF ENGINEER**

Kai grew up in Karlskoga, Sweden. When he was a teenage boy he decided to go work at sea, just as his father did at a young age. As a boy he was particularly interested in different kinds of machinery thus he wanted to "work below" on the ship. Kai's first marine assignment was in 1982 as a junior engine man on a Swedish merchant cargo ship. In 1985 he decided to go back to school and received his degree in Marine Engineering at Chalmers University in Gothenburg, Sweden. In 1988 he worked as 2nd engineer and 1st engineer and later in 1994 as Chief Engineer for different Swedish and Finnish shipping companies. In 1989, he moved to Finland and now lives on a very small island in the archipelago outside Turku. Kai joined Royal Caribbean International in 2003 onboard *Empress of the Seas*. In 2006 he was a member of the startup team for the building and delivery of *Freedom of the Seas* in the Turku Shipyard. 2007 brought him back to the yard to share his knowledge and consult on the construction drawings for *Oasis of the Seas*, and from 2008 he sailed onboard *Liberty of the Seas*. Kai is now proud to be the Chief Engineer onboard *Voyager of the Seas*.



**ELENA RASMUSSEN, LOYALTY & CRUISE SALES MANAGER**

Elena is coming all the way from beautiful country of Romania. She graduated from the University of Transylvania with a master degree in Accounting and certified in economy. She started her career in Sales and Marketing in 1998, where she worked for two major electronic Institutes. Elena joined Royal Caribbean in 2004 taking on the role of Cruise Program Administrator within the Cruise Division. Her new role as Loyalty & Cruise Sales Manager commenced in May 2010 and she is dedicated to ensuring your complete satisfaction. Elena is very proud to be working with Royal Caribbean International and will be delighted to assist you with choosing the vacation of a life time and ensuring you are receiving the benefits you deserve as a valued Crown and Anchor Society Member. She wishes you a great cruise vacation onboard the *Voyager of the Seas*!



**TUSITALA SOLA, FOOD & BEVERAGE DIRECTOR**

Tusitala was born in Auckland, New Zealand with Maori and Samoan heritage. He was educated in Western Samoa and then moved back to New Zealand in 1979 where the start of his hospitality career began. Tusitala was working in various 4-star hotels and resorts until 1985 when he moved to Australia to expand his knowledge in food and beverage with Hilton International. This move carved the way for him to manage all types of food and beverage operations including conference and banqueting as well as sales and marketing. Tusitala's first break came as Food and Beverage Manager in 1994 with the Hilton International Sydney. This followed with opportunities in both corporate and resort hotel operations throughout Australia with Accor Group of Hotels, Savoy Park Plaza and Stamford International. Tusitala joined Royal Caribbean International in late 2005 as Food and Beverage Manager on the *Explorer of the Seas*. Tusitala wishes you happy sailing and great dining onboard the *Voyager of the Seas*.

**WE LOOK FORWARD TO MEETING YOU**

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