



Quantum of the SeasSM

AS YOU DEPART

Dear Guest,

On the morning of departure, enjoy breakfast in one of the below dining venues, and wait comfortably in one of our designated departure lounges (Royal Theatre or Two70) Please note that the departure information will be displayed only in the designated departure lounges and the digital signage screens. No announcements will be made in public areas.

Breakfast is available:

- 5:00 am - 8:30 am Café Promenade, Deck 4
- 6:00 am - 9:00 am Windjammer Marketplace, Deck 14
- 6:00 am - 9:00 am La Patisserie (P), Deck 4
- 6:30 am - 8:30 am American Icon Grill, Deck 4
- 6:30 am - 8:30 am Coastal Kitchen (Suite Guests only), Deck 14
- 6:30 am - 9:00 am Café@Two70, Deck 5

Guests are invited to relax in any of our public areas before they proceed to their designated departure lounges.

5 Steps As You Depart

Step 1: The Night Before

- Please take a moment to view the departure video on **channel 39** for an overview of the departure process.
- Please remove all old tags from your luggage except for any personal identification.
- Attach one of the green numbered tags, delivered by your Stateroom Attendant, to each piece of luggage.
- Place your luggage outside your stateroom prior to 11:00 pm on June 14, 2015. Please ensure that you do not pack your airline tickets, passport/proof of citizenship, medication and also remember to keep some clothes for departure departure. **Please be advised that there is no luggage assistance offered for guests placing their luggage outside their stateroom after 11:00 pm on June 14, 2015 therefore please keep hand luggage to a minimum as you will be required to carry this off yourself.**
- 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.
- Guests settling their SeaPass accounts with cash need to settle the account no later than 11:00 pm on June 14, 2015. If you would like to continue using your SeaPass card throughout the night, a credit card is required for the SeaPass account to remain active.

SHIP'S AGENT INFORMATION - SINGAPORE

Kelvin K.A. Tan - Port Agent, Marina Bay Cruise Centre Singapore
61 Marina Coastal Drive Singapore 018947, email: ktan@wallem.com.sg, Mobile: +65-9739 3860, Office Number: +65-6602 6518

SELF CARRY PROGRAM

Will be available for all guests willing to leave the ship between 8:00 am till 9:00 am. Please be informed that no porters or assistance for luggage is available for guests that choose to participate in this program. Please carry your own luggage and proceed to TWO 70 located on Deck 5 at 8:00 am.



REGULAR DEPARTURE PROCESS

Regular departure process will begin approximately 9:00 am and concludes at approximately 11:00 am. Please note the departure times order is subject to the flow of guests and luggage in and out of the Customs area in the terminal. Departure times will be displayed in the designated departure lounges and the digital signage screens in the lobby areas. There will be no announcements.

DESIGNATED DEPARTURE LOUNGES:

Please see below departure lounges, meeting and approximate departure times for each of the luggage tag numbers.

Meeting Time	Departure Time	Luggage Tag	Type	Waiting Lounge
8:45 AM	9:00 AM	53-54	Suite and Pinnacle	Chops Grille - Deck 5
8:45 AM	9:00 AM	55-56	Casino VIP	Royal Theatre - Deck 4
8:45 AM	9:00 AM	57	Independent Guests	Royal Theatre - Deck 5
9:00 AM	9:15 AM	60	Guest with transfers	Two 70 - Deck 5
9:00 AM	9:15 AM	61	Guest with transfers	Royal Theatre - Deck 5
9:00 AM	9:15 AM	62	Independent Guests	Two 70 - Deck 5
9:15 AM	9:30 AM	63-65, 69	Independent Guests	Royal Theatre - Deck 5
9:15 AM	9:30 AM	64-68	Independent Guests	Two 70 - Deck 5
9:30 AM	9:45 AM	70-72, 74	Independent Guests	Two 70 - Deck 5
9:30 AM	9:45 AM	71-73	Independent Guests	Royal Theatre - Deck 5
9:45 AM	10:00 AM	75-77, 79	Independent Guests	Royal Theatre - Deck 5
9:45 AM	10:00 AM	76-78	Independent Guests	Two 70 - Deck 5
10:00 AM	10:15 AM	80-82, 84	Independent Guests	Two 70 - Deck 5
10:00 AM	10:15 AM	81-83	Independent Guests	Royal Theatre - Deck 5
10:15 AM	10:30 AM	85-87, 89	Independent Guests	Royal Theatre - Deck 5
10:15 AM	10:30 AM	86-88	Independent Guests	Two 70 - Deck 5
10:30 AM	10:45 AM	90-92, 94	Independent Guests	Two 70 - Deck 5
10:30 AM	10:45 AM	91-93	Independent Guests	Royal Theatre - Deck 5
10:45 AM	11:00 AM	95-97	Independent Guests	Royal Theatre - Deck 5
10:45 AM	11:00 AM	96	Independent Guests	Two 70 - Deck 5
10:45 AM	11:00 AM	98	Independent Guests	Two 70 - Deck 5

To ensure a smooth departure process it is essential that you depart *Quantum of the Seas* when your luggage tag number is called. Please note that luggage will not be available until your tag is called.



WHEELCHAIR ASSISTANCE Available at Jaime's Italian, Deck 5 aft between 9:00 am and 11:00 am. Please note due to regulatory guidelines assistance can only be provided into the terminal building and depending on the number of requests a minimum waiting time of 30 minutes may be experienced. Place your luggage outside your stateroom prior to 11:00 pm on the last night of the cruise and keep your hand luggage to a minimum as you or your companion will be required to carry this off.

Guests with Shore excursions!

Guests with Shore excursions! purchased through Royal Caribbean International Tag No. 58 and 59. Please check your tour ticket for meeting time and location.

Suite and Pinnacle Members (Gold colored card holders only) - are welcome to wait comfortably at Chops Grille restaurant, Deck 5, from 8:00 am to 10:00 am. Breakfast will be served in Coastal Kitchen Deck 14, from 7:00 am to 8:30 am.

Diamond Plus and Diamond Members - are welcome to wait comfortably in the Music Hall, Deck 4. We advise guests to proceed to the lounge 15 minutes before their departure time.

Consecutive Cruisers - Guests who are continuing on *Quantum of the Seas* for their cruise vacation are requested to check in at SeaPlex, Deck 15 between 6:00 am and 9:00 am. Please carry with you a credit card, your current SeaPass and WOWband. You will collect a new seapass card and WOWband at SeaPlex.

Steps 2 - 5 As You Depart continued..... Turn over →

Step 2: Morning of Departure

SeaPass accounts are automatically billed to your credit card. A statement of your account will be delivered to your stateroom on June 15, 2015 morning. For your convenience, accounts established with a credit card will remain active on departure morning for any last minute purchases. If you have any questions regarding your account, please contact Guest Services before 8:00 am on departure morning. Remember, you can review your account at any time by using your staterooms TV system. Stateroom mini-bars will be checked departure morning prior to your departure and any consumed items will be billed to your account.

Please be reminded that your SeaPass card is required as you depart the ship from the gangways located on Deck 5 midship.

Step 3: Customs and Immigration

- 1) Singapore Customs do not have any allowance for taking ashore Cigarettes.
- 2) If you would like to bring ashore cigarettes, you will have to declare at the customs checkpoint before going through the X-ray machine and pay tax. Failure to do so will result in a heavy fine and/or jail term.
- 3) Customs DO NOT allow the following items to be brought ashore
 - Weapons or dangerous objects (Knives, swords, guns, souvenir knives etc or any item resembling weapons),
 - Pornographic materials (CD/DVD/Magazine etc), Military equipments / devices.Failure to comply with this regulation will result in heavy fine and/or jail term.
- 4) Strictly no Drugs and narcotic products are allowed.
Failure to comply with this regulation will result in heavy fine, jail term and/or death sentence.
- 5) Any alcoholic drinks are dutiable items and subjected tax charges.
Please declare at the customs checkpoint before going through the X-Ray machine.
- 6) If you are going ashore and carrying SGD 20,000 or equivalent in foreign currency, you will have to declare at the customs checkpoint as well.

For US guests (when returning to US):

- Purchases up to \$800 USD per person
- 1 carton of 200 cigarettes - must be 21 years or older.
- 100 Cigars (No Cuban cigars allowed) - must be 21 years or older
- 1 liters of alcohol- must be 21 years or older.

For Canadian guests (when returning to Canada):

- Purchases up to \$750 (Canadian) per person - 40 Oz. (1.14 L) of liquor or 51 oz. (1.5 L) of wine or 24x120z. (355 ml.) bottles or cans of beer or ale; - 200 cigarettes, 50 cigars, 200 grams of tobacco and 200 tobacco sticks.

Step 4: Luggage Claim

Once inside the terminal, proceed to the luggage claim area designated for your luggage tag number and retrieve your luggage. Royal Caribbean International staff will be available for assistance and questions. Please be sure to check the personal name tags on your bags prior to departing the terminal.

Step 5: Transportation/Onshore Connections

After Collecting Your Luggage:

- Guests with transfers to the airport/Post Hotel Package/Shore excursions! that have presented themselves to the Customs Officers can now proceed to the buses waiting outside.
- Guests with personal transportation can also exit the terminal at this time.

GRATUITIES

The automatic daily gratuity charged to the onboard SeaPass account is shared among the dining services staff, Stateroom Attendants and other housekeeping services crew who work to enhance the overall cruise experience. Guests who prepay their gratuities prior to boarding their cruise, will not have a daily automatic gratuity charged onboard.

Many of our guests wish to reward exceptional service during their cruise with additional gratuities. Guests may do so by increasing the automatic gratuity amount on their SeaPass® onboard account at the Guest Services desk or with a cash gratuity at their discretion.

CruiseFly

CruiseFly is the region's first sea-to-air baggage transfer service that:

- Allows early check-in for flights departing within the same day of the ship's arrival into Singapore. The flight departure time has to be at least 4 hours after your disembarkation time.
- Let you check-in, deposit your bags and collect your boarding passes minus the hassle
- Gives you the privilege of arriving at the airport much closer to your flight departure time

Cost of the service will be:

- USD 28 per guest up to 2 pieces of luggage
- USD 10 per guest without any luggage
- USD 9 for each additional luggage

Airlines currently available for CruiseFly are:

- Singapore Airlines
- SilkAir
- Air China
- China Eastern
- China Southern
- Jet Airway- Qantas

Please Note: This is not a Royal Caribbean International service and can only be signed up for in the Departure Hall of the Cruise Terminal
Please see any of the terminal staff for assistance after collecting your luggage.

GUEST SATISFACTION SURVEY

In Royal Caribbean's continued effort to Save the Waves, we are no longer delivering the Guest Satisfaction surveys to guest staterooms. All guests over the age of 18 who have provided us with their email address, prior to sailing, will now receive an email invitation to participate in an online Guest Satisfaction survey on the day of departure. You will have one week to complete the survey, after leaving the ship. The survey works on smartphones, tablets, laptops and other computers and takes approximately 7 - 10 minutes to complete. We hope you had an enjoyable and memorable cruise vacation experience and we would appreciate your valuable feedback. We thank you for recognizing any crew member who delivered the WOW during your cruise vacation.

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