



FAQ



ONBOARD EXPENSE ACCOUNT

Setting Up Your Account

If you did not set up an account during Online Check-In or during boarding in the cruise terminal, you can do so in the Royal App or at the Guest Services Desk on Deck 5. Onboard Expense Accounts can be set up with a credit card, a debit card, or cash. Our ships utilize a cashless system, so your SeaPass card will be the only way to make purchases while onboard. Please note that a temporary hold of \$99.75 will be placed on your card to verify funds. Onboard purchases over \$100 will generate additional holds. The hold will be released within 3 to 5 business days after your cruise ends, but can take up to 30 days, depending on your bank. You may add other guests to your expense account by visiting the Guest Services desk. A daily limit can be placed on arcade spending. All charges can be viewed in the Royal Caribbean App. Printed receipts will be provided for each onboard purchase, and a preliminary statement will be delivered to your stateroom on the last morning of your cruise. A final statement will be e-mailed to you within 24 hours of departing the ship on the last day of your cruise. Guests on a cash account will need to settle their account at Guest Services prior to disembarking the ship.



DINING

Specialty Dining Reservations

Specialty Dining reservations can be made through the Royal Caribbean App. You may also dial [7000] on your stateroom phone and select the restaurant you wish to dine in or visit the restaurant and make a reservation with the Maitre d' outside. The Maitre d' can also assist you with making changes to your seating.

Room Service

Continental breakfast is complimentary. Both the All-Day Menu and American Breakfast will have a delivery fee of \$7.95 plus an 18% gratuity for each order. To view the menu, visit the Royal App or browse on the TV in your stateroom. When you're ready to order, dial [7000] from your stateroom phone.



DEPARTURE PROCESS

The evening before departure, you will receive the "Tips for an easy departure" flyer in your stateroom. The flyer details all the information you need to know for departure.



INTERNET

How To Purchase Internet Packages

Purchase Internet packages from your device! Simply connect to the shipboard Wi-Fi network [Wi-Fi-Guest-Independence] and open your web browser to view available packages for your sailing. Trouble connecting? Ensure your device is in AIRPLANE MODE and turn your Wi-Fi ON and connect to [WiFi-Guest-Ship]. On the pop-up, click "Access Internet" or type login.com in your web browser. For additional assistance, visit our VOOM Internet Service Desk on Deck 5 or dial 1950 on your stateroom phone.



GRATUITIES

How much are gratuities?

If not already pre-paid, a \$16.00 gratuity (\$18.50 for Suite guests) is added to each guest's onboard account daily to help recognize superior service from crew during your cruise. This gratuity is shared among dining & culinary services staff, stateroom attendants, and other hotel services teams working behind the scenes. In addition to daily gratuities, an 18% gratuity is automatically added to all beverage, mini bar items, specialty dining, and spa & salon purchases.



GENERAL SHIP INFORMATION

Directions

Having a hard time finding your way around? We have interactive touchscreen wayfinding signage throughout the ship (specifically, at every elevator lobby) to help guide you to where you need to go!

Where You Can Purchase Necessities

Toiletries can be purchased at The Market store.

Lost and Found

Please alert Guest Services prior to your departure if you have lost or misplaced any items during your cruise. You can use www.chargerback.com to report lost items after you leave the ship. All unreported items will be held for 30 days.



ADDITIONAL QUESTIONS?

If you have other questions, please check the Royal Caribbean App, or contact your Stateroom Attendant or any crew member.