

## FAQ – 4th Unlock the Past cruise (February 2014)

This document is compiled to the best of our knowledge as a guide only, without review by Royal Caribbean. It should be fairly correct, but we can take no responsibility if anything differs.

### Medical matters

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**Q: Do I need travel insurance?**

A: Definitely. Normal medical cover or private health care will not cover you for any medical costs onboard.

**Q: Are there qualified medical staff onboard?**

A: The ship will have two fully qualified doctors and three nurses onboard.

### Money matters

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**Q: What currency is used onboard?**

A: The currency onboard is US Dollars which means that all onboard purchases and shipboard accounts will be charged in US Dollars.

**Q: Do I pay using credit card or cash?**

A: Onboard charges will be made against your SeaPass card. Payment of your final account will be made either by credit card (if you have registered a card when doing your online check-in) or by cash (you will need to deposit some cash on your account at the start of the voyage). Travelcards cannot be used as a credit card onboard but have to be used as a cashcard at an ATM. A conference bookshop will be open in the conference centre at select times during the cruise. Cash is preferred for this as we do not have internet access at sea to enable credit card processing, though we may be able to do this when the ship is in port.

**Q: Are cash machines available onboard?**

A: Yes, machines are available; a transaction fee of up to US\$5.50 applies in addition to other fees which your financial organisation will charge.

**Q: What gratuities are charged and how do I pay them?**

A: Normally, Royal Caribbean automatically adds US\$12 per day to each guest's account to cover gratuities. For people in our group however the gratuity has been included in the cruise cost so there is no need to pay anything further. Of course you are free to recognise special service if you would like.

**Q: Will I be able to access the internet on the ship?**

A: Yes, the basic rate is US\$0.65 per minute or you can choose from a number of packages ranging from US\$35 for 60 minutes to US\$150 for 500 minutes. When we are in port you should be able to access local Australian providers with your own mobile wifi device if at a wifi access point on shore.

### Electrical matters

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**Q: What power points are used on the ship?**

A: US power points are used throughout the ship. You will need to carry an adaptor.

**Q: Can I take power boards on the ship so I can plug in multiple devices?**

A: Power boards are not permitted. If you have one packed in your luggage you can expect it to be removed and not returned until you disembark. Extension cords are also not permitted.

**Q: Can I take an iron onboard?**

A: Irons are not provided in the staterooms and cannot be taken onboard as they constitute a fire hazard. If you pack one in your luggage it will be removed and you can only collect it again when you disembark. Self-service laundry facilities are not provided but full laundry and dry cleaning services are available (at a cost).

**Q: Can I take my favourite hairdryer?**

A: No, but hairdryers are available in the staterooms.

### Food & Drink

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**Q: Is room service available and what does it cost?**

A: You can order room service 24/7 (have breakfast in bed). It is complimentary except between midnight and 5:00am.

**Q: What dining options are there and how much do they cost?**

A: Meals in the Main Dining Room (our dining time is 6:00pm) and the Windjammer Café are fully included. There are a number of specialty restaurants which are available for a relatively small cover charge (get in early and book if you are interested). There are other smaller venues available as well – one which is free and easily accessible for snacks from the conference centre is the Café Promenade on Deck 5.

**Q: Are drinks included? Are there drinks packages?**

A: Water, tea, and coffee are provided free at all meals (premium tea or coffee above the basics will incur a charge). The Windjammer Café provides free juice at breakfast and lemon squash drinks at lunch and dinner. For those who would like other options it is usually cheaper to consider one of the drinks packages offered – soft drinks, bottled water, juice, wine and alcoholic beverages – save up to 25% off standard list prices.

**Q: Can I bring alcohol or non-alcoholic beverages (from home or from a port) onboard?**

A: You are not allowed to bring beer, hard liquor or non-alcoholic beverages onboard for consumption or any other use. Guests wishing to bring personal wine and champagne onboard may do so only on boarding day, limited to two (2) 750 ml bottles per stateroom. When consumed in any public area, each bottle shall be subject to a corkage fee of US\$25.00. Additional bottles of wine beyond two (2) bottles that are brought onboard or any alcoholic beverages purchased in ports-of-call or from Shops Onboard will be stored by the ship and delivered to your stateroom on the last day of the sailing. Alcoholic beverages seized on embarkation day will not be returned.

**Q: Will there be drinks available at the conference centre?**

A: We have asked for drinks to be available but have not yet had confirmation from Royal Caribbean that they will be. Unlike last cruise, we have scheduled 30 minute breaks most mornings and afternoons. This will allow time to go to a lounge, bar or the Café Promenade on Deck 5 (there are lifts close to the conference centre entry – and stairs if you feel energetic).

## My stateroom

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**Q: What do I do if my room is set up incorrectly?**

A: Rooms are normally prepared with a double bed. Just ask your room steward to prepare it as two single beds if that is appropriate for you.

**Q: Is there a refrigerator in my room?**

A: Yes – you can use it to keep water cool or arrange for your room steward to set up a wine cooler if you wish.

**Q: Can I prepare tea and coffee in my room?**

A: Yes, there is a kettle in the staterooms. You may like to take your favourite tea/coffee sachets rather than use those provided on the ship.

## Check-in preliminaries

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**Q: Can I check-in online?**

A: You can check-in up to three days prior to sailing at [www.RoyalCaribbean.com.au/onlinecheckin](http://www.RoyalCaribbean.com.au/onlinecheckin). Remember to print your boarding pass (SetSail Pass). If this is not possible then complete the Charge Account & Cruise Ticket and Guest Clearance Information Form which are included with your Guest Ticket Booklet (pages 18 and 19).

## At embarkation

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**Q: How much luggage can I bring?**

A: The ship does not have a luggage limit. However, remember that airlines and transfer vehicles may charge an excess if you exceed their limit.

**Q: Will anyone from Clean Cruising be around in the luggage/embarkation area?**

A: Anna and Casey Russell (photo) are our Clean Cruising hosts throughout the cruise. Anna will be around in this area during the embarkation period. She will have her blue Clean Cruising shirt on to help you find her. She will be there to assist you and answer your questions during this time and – along with Casey – throughout the cruise.



**Q: What do I do when I arrive at the pier?**

A: Check that your baggage is properly tagged with your name and stateroom. Make sure that your SetSail Pass, passport (or other nominated ID) and credit card are not in

your baggage – also keep any valuables and medication with you! Your SetSail Pass will indicate a check-in time range; your Guest Ticket Booklet will have a more specific boarding time based on your Deck (see page 4). When you are sure everything is fine give your luggage to the porters and proceed to the terminal. Previous experience suggests you MAY be able to leave your luggage earlier than the time on your ticket.

**Q: What security screening will there be?**

A: The security screening will be similar to what you normally experience at an airport. You will need to have your SetSail Pass along with photo identification (your passport or other ID you nominated).

**Q: How do I check-in and what do I need?**

A: After passing through the security screening you proceed to the check-in area. You will need to have your SetSail pass, your ID (passport or other you nominated) and your credit card (if applicable). Staff will direct you to the appropriate place but make sure you know your Deck (see the top of your SetSail Pass). Once you check-in you will be given your SeaPass which you need to keep with you at all times during the cruise.

**Q: Will there be assistance if I require it to board the ship?**

A: Complimentary wheelchairs are provided for getting on and off the ship. If you would like to have a wheelchair or scooter during the cruise, you are welcome to bring your own or hire one from a company that provides wheelchairs and scooters for cruises.

**Q. What happens when I first board?**

A: You will probably want to find your room first. Your checked baggage will be delivered to you room some time during the afternoon, but may not be there when you first board. If is not all there later in the afternoon, you may need to check in the security area. Sometimes cases are held there if they have items detected which may need to be checked with you. You will no doubt want to explore the ship, but please look us up in the conference centre where you can collect your name tags, information sheets and goodies offered to our group. The conference centre and small theatre are on Deck 2. This is where our cruise sessions will take place – except the opening and closing sessions, which will be in Cleopatra’s Needle on Deck 5.

## Shore tours

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**Q. What tours are offered and where can I book?**

A. Royal Caribbean offers 48 general tours overall in the four ports visited. These can be pre-booked (see page 3 of your Guest Ticket Booklet) or at the Shore Tours desk on *Voyager* – if there are still vacancies.

**Q. What genealogy/history related activities and places to visit are there?**

A: We have listed a number suggestions on the itinerary page of our cruise web site. We are not running group tours to these places, we can help coordinate groups to go by taxi or public transport where available. We will manage this as needed on the cruise itself, probably with lists to record names of those interested at the information desk in the conference centre the day before we arrive at each city.