





## 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.

### 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.

### 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 – 4:30 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.

### 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.

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

### 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. Using one of the workstations in the internet Cafe, Decks 7 & 8, click on the Wi-Fi icon and set up your user name and password. When you switch on your device or phone, you will be prompted to enter your user name and password, then simply choose which package suits you.

### RCTV

You can use the interactive TV in your stateroom to book all your Shore Excursions, 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.