

USEFUL INFORMATION

Guest Conduct Policy

For the safety, comfort and enjoyment of all Royal Caribbean International guests, we have developed certain Guest Conduct Guidelines for both adults and children while onboard the Monarch of the Seas. 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

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 is printed in the Cruise Services Directory in your stateroom.

Solicitation is not permitted onboard as it is considered a disturbance to other guests. Guests found soliciting will be asked to cease the behavior and all collateral (if any) will be confiscated and discarded. Continued non-compliance will result in departure of the guest from the ship at the next port-of-call.

Alcohol Policy – Guests twenty-one (21) years of age and older are welcome to enjoy all alcoholic beverages. **Applicable regulatory age restrictions apply while the ship is in port and until the ship enters international waters. Our Bar Staff have been instructed to ask for proof of age. Thank you for your cooperation.

Alcohol And Beverage Purchase Policy – Royal Caribbean International apologizes for any inconvenience but asks their guests not to bring alcoholic or non-alcoholic beverages of any kind onboard for consumption. Alcoholic beverages that are purchased from onboard shops or in ports-of-call (which must be presented to security upon re-boarding), will be secured by ship's personnel and be delivered to your stateroom on the last evening of your cruise vacation. A member of our staff will be at the gangway to assist with the storage of your purchases.

Important Cigarette Notice: Only one (1) carton of American-made cigarettes will be allowed into the United States. Any guest found with more than one (1) carton will be fined in accordance with Customs and Border Protection regulations. Fines start at \$1,000.

Alcohol-Free Zone – We ask guests to please be aware that the areas around Adventure Ocean Arcades and Deck 12 aft are strictly alcohol-free zones. We ask that you please respect our youth activities areas.

Broadcast Television – Royal Caribbean International is proud to offer the following licensed satellite programming available in international waters: CNN International, CNNFN, CNN Español, ESPN International, TNT International, Cartoon Network, Boomerang and Bloomberg TV. (Domestic broadcast feeds can only be legally broadcast within 12 miles of the United States coastline.) Brief moments of satellite signal loss can be expected at anytime – an inevitable consequence on a moving ship. In addition, some major sporting events may not be available due to blackout and broadcast rights restrictions. We hope you enjoy the widest variety of stateroom television entertainment available at sea.

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

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.

Monarch Day Spa and Gym Classes – Any cancellations must be made at least 24 hours before your appointment to avoid a 50% cancellation fee.

Radios, Tape Recorders and CD Players – Please refrain from using radios, tape recorders or CD players in public areas unless used with headphones. Also, for the enjoyment of all guests, please refrain from the use of walkie-talkies and hand-held radios during all show performances and in all dining venues.

Swimming Pools – Please be advised that the 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 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/Cell Phones – Calls can be made directly from your stateroom. Dialing instructions are located next to your phone. 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. Also, at certain times your cell phone may work. Charges depend on your own cell phone company's roaming charges.

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

Wake-Up Calls – Dial #081, after accessing the wake-up call service a voice guide will help you to set up the wake-up call.

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 Adventure Ocean Staff will take them to meet you at your muster station. 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 the Guest Relations Desk, Deck 4 or from the Adventure Ocean Staff at Adventure Ocean activities.

Helpful Health Information

Smoking Policy – All Royal Caribbean ships are considered nonsmoking with smoking designated areas. Smoking in public areas is only permitted in designated smoking sections. With the exception of Central Park, The Boardwalk and The Jogging Track on Oasis Class and the H2O Zone on Oasis and Freedom Class, smoking is permitted outdoors on one side of the ship. Smoking is not permitted in any dining venue, food outlet, theater, hallway or corridor. For your safety, smoking is not permitted inside any stateroom or on interior private balconies on Oasis Class that overlook The Boardwalk or Central Park, however, it is permitted on all private ocean front balconies to include Loft Suite balconies on Oasis Class. A \$250 penalty will be applied to the SeaPass account of any guest found smoking inside staterooms or on private interior balconies overlooking The Boardwalk and Central Park onboard Oasis Class. Pipe and cigar smoking is only permitted within the Cigar lounge. If a Cigar lounge does not exist on the ship, a designated area for pipe and cigar smoking will be provided. Smoking venues vary by ship. The location of all smoking venues can be found in the daily cruise compass. Or, you may contact Guest Services once onboard. Visible signage is posted within smoking areas and ashtrays are provided for your use. Cigarettes, cigars and pipe tobacco must be properly disposed of and never thrown overboard. A guest must be at least 18 years of age to purchase, possess or use tobacco onboard.

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. 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 with this matter will be greatly appreciated.

United States Drug Administration Warning – In 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, avoid any dairy products, raw fruits and vegetables. Please be advised that guests are not permitted to bring any food off the ship. Any violation of this policy may result in a fine. Thank you for your cooperation.

United States Public Health and Centers 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.

Medical Care – Medical facility charges are based on United States Government Medicare Physician Fee Schedule rates. Guests who wish to be seen outside of the posted hours will be charged an additional fee of \$30. The Medical Facility is located near the starboard side stairs/elevators on Deck 1. Tours of the Medical Facility are not permitted.

Save The Waves – Please refrain from throwing anything overboard either in port 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 that support cruising and are grateful for your cooperation.