



Radiance of the Seas[®]

Welcome Aboard

As You Arrive In Tampa, Florida

Frequently asked questions

• **Why do I have to activate my SeaPass card and how do I do that?**

The Radiance of the Seas works on a cashless sales system. Your SeaPass card is your onboard charge card. You can activate it during check-in on the pier or at the Guest Relations Desk by either having an imprint taken of a credit card for all your charges or stating you will be paying by cash. There is a \$300 limit for guests paying by cash. Most of our guests prefer to charge expenses to a credit card, thereby facilitating an express check out at the end of their cruise vacation. Please see our staff at the Guest Relations Desk, Deck 4 on Centrum, for more information.

• **Where is lunch being served?**

We invite you to enjoy a delicious Buffet lunch in the Windjammer Café, Deck 11 from noon until 3:45 pm.

• **What time will my luggage arrive to my stateroom?**

Due to the large amount of luggage handled during the boarding process, we will be delivering luggage up until approximately 8:00 pm - 9:00 pm. If your luggage has not arrived by this time please contact Guest Services by dialing 0. Should you have any security unauthorized items in your luggage, (For example: knives, irons, candles) it may be held by Security on Deck 2, midship, portside. The items will be taken by security and returned back upon arrival in Tampa.

• **How can I get my dinner seating changed?**

Your seating arrangements are printed on the front of your SeaPass card. Our Maitre d' will be available for any table or seating change requests from noon until 3:00 pm and after 6:00 pm until 9:30 pm inside the Cascades Dining Room on Deck 5.

• **How do I book Explorations! Tours?**

We have a wide variety of excursions to offer in all ports-of-call. Want to book right now? Just grab your remote control and press "menu" to get started. You can research and book a reservation for any shore excursion from the comfort of your stateroom using our state-of-the-art interactive TV. Get instant confirmation in seconds. Your Stateroom Attendant will deliver your tickets to your stateroom the following morning.

• **What are the charges for using the telephone?**

Charges do not apply when dialing stateroom to stateroom, you simply dial the stateroom number you wish to contact. However, if you want to make an outgoing phone call, a charge of \$7.95 per minute is billed to your SeaPass card. Charges also apply to toll free calls. Dialing instructions are located in your stateroom.

• **How can I get a wake-up call?**

You can program wake-up calls on your phone by dialing the "Wake-up Call" button and entering your preferred wake-up time using a 4 digit number. For example 7:15 am press 1 for am for 2:30 pm press 2 for pm.

• **Where can we smoke on the ship?**

Smoking is permitted on the starboard side (Decks 5, 11 & 12) of the open decks of the ship (*right hand side facing forward*), in the Casino Royale, the back of the Colony Club and Starquest lounge. Ashtrays are only provided in these areas. When smoking on your balcony, please be considerate as your neighbor may be non-smoker or have a respiratory condition.

• **What happens if I hang clothes on the fire sprinkler system?**

The tip of the glass will break and the system will be activated, resulting in a spray of water, covering your entire room and all its contents.

• **Why, on occasion, does my toilet not flush?**

The toilets work on a vacuum system and require that the button is pushed in firmly all the way. If the button is only partially pressed the water just simply sits in the bowl. Please do not throw any foreign objects into the toilet such as face towels, sanitary napkins, etc. These objects could block the vacuum for hundreds of staterooms.

GENERAL INFORMATION

Guest Assembly Drill - A mandatory emergency drill will be conducted at 4:15 pm on the Promenade Deck 5. This is to familiarize you with your Assembly Station and the safety routine onboard. Please listen for announcements. Further information can be found on the back of your stateroom door.

Alcohol Policy - Guests twenty-one years of age and older on the day of boarding are welcome to enjoy alcoholic beverages. All guests are kindly reminded not to provide alcoholic beverages to anyone under the age of 21. Guests who violate any alcohol policies may be asked to depart the ship or not allowed to board, at their own expense, in accordance with our Guest Conduct Policy. Our Bar Staff have been instructed to ask for proof of age. Thank you for your cooperation.

Shops Onboard - All our duty-free shops are located on Deck 5 and will remain closed whenever the ship is in port. Once we set sail and have reached international waters, the shops will open. Please check the daily opening hours in your Cruise Compass.

Bars-Soda Package - An exclusive unlimited soda package is available for purchase in any of the bars.

Radiance Day Spa - To make appointments for any treatments or massages available onboard or if you wish to take a tour today of the facilities the Radiance Day Spa is located on Deck 11, forward. For more information dial extension 3887.

Specialty Restaurants - An intimate dinner awaits you. Enjoy fine Italian cuisine at Portofino or the perfect steak at Chops Grille. Reservations are recommended and a dining fee applies. For Chops Grille reservations, dial 3340. For Portofino reservations, dial 3341.

Laundry Service - A Dry Cleaning Service is available onboard, just fill out the form located in your stateroom and leave it with the laundry bag for your Stateroom Attendant to pick up. For safety reasons please be advised that the use of personal irons is not permitted.

Planning Event! - So much to see, So much to do onboard. Not sure where to dine tonight? What show to see? What new activities to try? What spa package to book? Come to our special Planning Event and leave it to us. We'll help answer all of your questions, so you can make the most of your time onboard. Please consult the Cruise Compass for time and locations.

Room Service - Hungry? Would you like to know the menu for dinner? Our Room Service staff is available 24 hours, simply use the speed dial button on your stateroom phone or dial 54.