



Allure of the Seas®

AS YOU DEPART

Dear Guest,

On the day of departure, enjoy breakfast in one of the available dining areas, wait comfortably in one of our designated departure lounges (Amber Theater, Deck 5 or Silk Restaurant, Deck 5) or feel free to relax in your stateroom. Please note that the departure information will be displayed only in the designated departure lounges and the digital signage screen displays in the lobby areas.

Breakfast is available:

5:30 am - 9:00 am Windjammer Marketplace, Deck 16
7:00 am - 8:30 am American Icon Restaurant, Deck 3
7:30 am - 9:00 am Park Café, Deck 8

Refreshments and coffee will be available in the designated departure lounges.

5 Steps As You Depart

Step 1: The Night Before

- Please take a moment to view the departure video on **channel 42** for an overview of the departure process.
- Please remove all old tags from your luggage except for any personal identification.
- Attach one of the green numbered tags, delivered by your Stateroom Attendant, to each piece of luggage.
- Place your luggage outside your stateroom prior to 11:00 pm on Thursday evening. Please make sure that you do not pack your airline tickets, passport/proof of citizenship, medication and also remember to keep some clothes for Friday's departure. **Please be advised that there is no luggage assistance offered for guests placing their luggage outside their stateroom after 11:00 pm on Thursday evening therefore please keep hand luggage to a minimum as you will be required to carry this off yourself.**
- Guests wishing to participate in the Express Walk-Off Program are asked to keep their luggage in their stateroom and proceed to the gangway on Friday morning between 6:30 am and 8:00 am.
- Please complete the Customs Declaration Form delivered to your stateroom. Additional forms are available at Guest Services Deck 5. Please hand carry all fragile items such as liquor, laptops, glass souvenirs, etc.
- Under no circumstances should you accept a parcel or piece of luggage that does not belong to you.
- Guests settling their SeaPass accounts with cash need to settle the account no later than 11:00 pm on Thursday night. If you would like to continue using your SeaPass card throughout the night, a cash deposit is required for the SeaPass account to remain active.

EXPRESS DEPARTURE

By using our Express Departure - Self Assist Program you can avoid lines and be one of the first guests off the ship.

Please keep your luggage in your stateroom the night before departure and proceed to the gangway with your luggage between 6:30 am - 8:00 am.



REGULAR DEPARTURE PROCESS

Regular departure process will begin approximately 8:00 am and concludes at approximately 10:45 am. **Please note the departure times order is subject to the flow of guests and luggage in and out of the Customs area in the terminal.** Departure times will be displayed in the designated departure lounges and the digital signage screens in the lobby areas. There will be no announcements.

DESIGNATED DEPARTURE LOUNGES:

All guests with staterooms located on the forward part of the ship are kindly invited to use the AMBER THEATER Deck 5 forward.

All guests with staterooms located on the aft part of the ship are kindly invited to use the SILK RESTAURANT Deck 5 aft.

These are the estimated departure times for your luggage tag number:

No. 1 (Shore Excursions) Blaze Deck 4	7:45 am
No. 2 to 7.....	8:00 am - 8:15 am
No. 8, 10, 12, 14.....	8:15 am - 8:30 am
No. 11 & 15 (early transfer).....	8:30 am
No. 16 to 21.....	8:30 am - 9:00 am
No. 22 to 28.....	9:00 am - 9:30 am
No. 29 to 34.....	9:30 am - 10:00 am
No. 35, 36, 38, 39.....	10:00 am - 10:15 am
No. 37 & 40 (late transfer).....	10:00 am
No. 41 to 46.....	10:15 am - 10:30 am
No. 47 to 52.....	10:30 am - 10:45 am
No. 53 upward	10:45 am

To ensure a smooth departure process it is essential that all guests depart *Allure of the Seas®* when their luggage tag number is called.



WHEELCHAIR ASSISTANCE for departure is available outside the On Air, Deck 5 forward between 7:15 am and 10:45 am. Please note due to regulatory guidelines assistance can only be provided into the terminal building and depending on the number of requests a minimum waiting time of 60 minutes may be experienced. **Please be advised there is no luggage assistance that can be offered to our guests requesting wheelchair. Place your luggage outside your stateroom prior to 11:00 pm on Thursday evening and keep your hand luggage to a minimum as you or your companion will be required to carry this off.**

Shore Excursions - Guests participating on tours with Royal Caribbean International will meet in Blaze, Deck 4. Please refer to your Shore Excursions ticket for your luggage tag number.

Family Zone - Guests travelling with children are invited to On Air, Deck 5 forward to watch cartoons with our Adventure Ocean Staff between 7:15 am and 10:45 am.

Suite Guests - Are welcome to wait in our Suite Lounge Deck 17 from 6:30 am until 10:45 am. All our suite and pinnacle guests may depart the ship any time between 8:00 am and 10:45 am using the gangways located on deck 5. Please remember to collect your luggage from the suite and pinnacle guests designated area marked with luggage tags red, located on level 1 in the terminal building. Please contact your Concierge or our terminal staff for additional details.

Diamond, Diamond Plus and Pinnacle Members - Guests are welcome to use Studio B, Deck 4 as an exclusive departure lounge from 7:15 am - 10:45 am.

Consecutive Cruisers - Guests who are continuing on *Allure of the Seas®* for another cruise vacation are requested to meet in the Schooner Bar, Deck 6 at 11:30 am.

Step 2: Morning of Departure

SeaPass accounts are automatically billed to your credit card. A statement of your account will be delivered to your stateroom by 6:00 am on Friday. For your convenience, accounts established with a credit card will remain active on Friday morning for any last minute purchases. If you have any questions regarding your account, please contact Guest Services before 8:00 am on Friday morning. Remember, you can review your account at any time by using your staterooms TV system. Stateroom mini-bars will be checked Friday morning prior to your departure and any consumed items will be billed to your account. Please note that the Photo Gallery will be closed for sales on Friday morning. Any purchases must be made before close of business on Thursday night.

Please be reminded that your SeaPass card is required as you depart the ship from the gangways located on Deck 5 mid ship by Sorrento's and Deck 5 aft by the Champagne Bar.

Step 3: Luggage Claim

Once inside the terminal, proceed to the luggage claim area designated for your luggage tag number and retrieve your luggage. Royal Caribbean International staff will be available for assistance and questions. Please be sure to check the personal name tags on your bags prior to claiming.

Step 4: Customs and Border Protection

Important Customs Information:

All guests must present themselves to the United States Customs and Border Protection. This includes United States Citizens and Residents. This inspection will take place inside the terminal.

All guests must complete a United States Customs form before departure. Only one form is required for all family members with the same last name and address. Please ensure that you have the form completed and signed before leaving the ship. This will ensure a quick departure. Additional forms are available at Guest Services Deck 5.

- United States Citizens/Residents and Canadian Citizens must show their passport or proof of citizenship (e.g. citizenship card or birth certificate and photo identification, or Alien Resident Card).
- Non-United States Citizens must show their passport or proof of citizenship.
- Please have all of your documents in hand and your passport open to the photo page.

Anyone who has exceeded their exemption in merchandise, liquor or are carrying monies in excess of \$10,000 must present themselves to a United States Customs and Border Protection Officer in the terminal. By law it is imperative that you declare these items to the officials.

Customs allowance:

- \$800 in merchandise from any of our ports of call or purchased onboard (Please note that an additional \$800 on merchandise is allowed for purchases made in the United States Virgin Islands - on applicable itineraries).
- 1 carton of 200 cigarettes (plus additional 800 cigarettes if it is a product of the United States Virgin Islands) must be 18 years or older. Excess United States manufactured cigarettes made for export only will be seized. Foreign manufactured tobacco products will be subject to duty and internal revenue taxes.
- 100 cigars - must be 18 years or older. No Cuban cigars are permitted into the United States.
- 1 liter of alcohol (plus additional 4 liters if it is a product of the United States Virgin Islands) - must be 21 years or older.
- Applicable internal revenue taxes and duties will be assessed on any overages.

Confiscated Items

- For the safety and security of our guests and crew, we inspect all baggage brought onboard our ships. In accordance with our Guest Conduct Policy, the item(s) collected for safekeeping will remain with Security for the duration of the cruise. To reclaim prohibited items collected from you on boarding day, please have your receipt available after leaving the ship, and present it to the Security Guard(s) available on the 2nd level of the terminal.

Please Note: Royal Caribbean International is not responsible for the condition of the item at the time of return. Items not picked up at the end of your cruise vacation will be discarded.

Step 5: Transportation/Onshore Connections

Once you have cleared Customs and Border Protection inspection you are free to proceed outside the terminal where transportation will be available.

Guests with pre-purchased transfers to the Airport, Post Hotel Packages or tours booked with Royal Caribbean International will board the buses in front of the terminal. Royal Caribbean Staff will be available to guide and assist our guests.

GRATUITIES

The automatic daily gratuity charged to the onboard SeaPass account is shared among the dining services staff, Stateroom Attendants and other housekeeping services crew who work to enhance the overall cruise experience. Guests who prepay their gratuities prior to boarding their cruise, will not have a daily automatic gratuity charged onboard.

Many of our guests wish to reward exceptional service during their cruise with additional gratuities. Guests may do so by increasing the automatic gratuity amount on their SeaPass® onboard account at the Guest Services desk or with a cash gratuity at their discretion.

GUEST SATISFACTION SURVEY

In Royal Caribbean's continued effort to Save the Waves, we are no longer delivering the Guest Satisfaction surveys to guest staterooms. All guests over the age of 18 who have provided us with their email address, prior to sailing, will now receive an email invitation to participate in an online Guest Satisfaction survey on the day of departure. You will have one week to complete the survey, after leaving the ship. The survey works on smartphones, tablets, laptops and other computers and takes approximately 7 - 10 minutes to complete. We hope you had an enjoyable and memorable cruise vacation experience and we would appreciate your valuable feedback. We thank you for recognizing any crew member who delivered the WOW during your cruise vacation.

On behalf of Royal Caribbean International, we would like to thank you for cruising the onboard the Allure of the Seas®. We look forward to welcoming you back on Allure of the Seas® or another Royal Caribbean International ship in the near future. Have a safe journey home!