



## VP, VT & VO SUITE CATEGORY UPDATES FREQUENTLY ASKED QUESTIONS

- The stateroom categories for Oceanview Panoramic Suite- No Balcony (VP) and Ocean View Suite-No Balcony (VT & VO) will now receive the Grand Suite and above benefits on sailings beginning on September 10, 2018.
- These staterooms are NOT on Royal Suite Class/Golden Suite Program ships.
- These suites will now fall under the daily Grand Suite and Above gratuity rate. Guests who have already pre-purchased their gratuities will be protected at the old Junior Suite and Below rate.

The staterooms affected are below:

SHIP	CATEGORY	COUNT OF ROOMS	ROOM NUMBER(S)
AD	VP	2	1804, 1854
MA	VP	2	1804, 1854
ID	VP	2	1804, 1854
EX	VP	2	1804, 1854
LB	VP	2	1804, 1854
NV	VP	2	1804, 1854
FR	VP	2	1804, 1854
VY	VP	2	1804, 1854
SR	VT	1	1054
JW	VT	1	1054
GR	VO	1	8000
RH	VO	1	8000
VI	VO	1	8000



## Benefits your clients can expect:

- 1. Dedicated check-in lines** at the pier help suite guests ease swiftly through the embarkation process.
- 2. Reserved VIP seating** in the main theater for entertainment shows, and priority bookings for appointments in the salon and spa, and for tendering and shore excursion tickets.
- 3. Access to Barefoot Beach** in Labadee. Barefoot Beach Cabana reservations are available at an extra charge through the Concierge, first come-first served.
- 4. Complimentary 24-hour room service.** Suite guests pay no additional gratuities or service charges for room service. They also enjoy complimentary in-room coffee and tea service throughout their cruise, and can order breakfast, lunch or dinner from the main dining room menu to dine in the privacy of their suite.
- 5. Priority Departure** with exclusive suite departure lounge featuring continental breakfast.
- 6. Personal key to the Concierge Club** onboard Radiance, Voyager, Vision and Freedom Class ships. The concierge is on-hand to see to the needs of the suite guests and assist with any special requests, such as securing reservations in specialty restaurants, preordering wine for dinner, booking shore excursions, scheduling spa and salon appointments, and arranging a private event. The only ships without a Suite Lounge are Majesty and Empress of the Seas. Guests use their Gold SeaPass Cards for access.
- 7. Royal Suite and 4 Bedroom Family Suite guests** are personally welcomed by a senior officer at the cruise terminal and escorted to their suite.
- 8. Note:** When guests residing in a Grand Suite and above request that priority check-in be extended to their minor family members (20 years of age and under), Royal Caribbean allows access for priority check-in only. Royal Caribbean does not extend access to the Concierge Lounge.
- 9. A dedicated Suite Attendant** will deliver special requests, such as pressing service, which is complimentary for formal evenings.
- 10. Welcoming amenities** awaiting in the suite include
  - 1 bottle of Chandon
  - 1 bottle of still water
  - 1 bottle sparkling water
  - Fruit plate
  - Luxury spa bathrobes (for use onboard only)
  - Exclusive bathroom amenities, including hospitality-sized shampoo, conditioner, moisturizer and shower gel
- 11. Private breakfast seating in specialty restaurants** with Standardized Menu. Onboard Voyager and Freedom Class ships, private lunch seating is available in specialty restaurants.
- 12. VIP Pool deck seating** for Voyager class ships and above; first come, first served.
- 13. Complimentary pre-dinner cheese plate** on the first formal evening of the cruise.
- 14. Complimentary 'petits fours' plate** during turndown service on the second formal or final evening of the cruise.
- 15. Complimentary luggage** and valet service.
- 16. Suite Cocktail Party** invitation.
- 17. Special pillow menu** to select from, according to individual preference. (For onboard use only).



**18. Distinctive gold SeaPass** cards received at check-in enable ship crew and staff to respond with designated personalized services and offerings exclusively available to Grand Suite guests throughout their cruise.

**Guests sailing in a suite aboard Allure of the Seas<sup>®</sup>, Symphony of the Seas<sup>SM</sup>, Harmony of the Seas<sup>®</sup>, Oasis of the Seas<sup>®</sup>, Anthem of the Seas<sup>®</sup> or Ovation of the Seas<sup>®</sup> (Singapore and Sydney departures and Alaska 2019 sailings only) will enjoy the Royal Suite Class program benefits.**

