



CRUISE PLANNER WEBCAST WITH VICKI FREED FREQUENTLY ASKED QUESTIONS

Are complimentary transfers being offered to the Quantum of the Seas? If so, from what airports?

On the November 12th, 14th, and 16th sailings, Royal Caribbean will be operating complimentary coach transfer service on the event day from Newark International Airport, LaGuardia Airport, and John F. Kennedy International Airport to the Cape Liberty Cruise Port. Return transfers to Newark International Airport, La Guardia International Airport, and JFK International Airport will be provided by Royal Caribbean International starting at 7:30am. Please note that outbound flights should be booked departing after 11:30am from Newark, 12:30pm from La Guardia and 12:30pm from JFK. Reservations are not required.

On the November 18th and 21st sailings, Royal Caribbean will operate complimentary coach transfer service to and from Newark International Airport (EWR) on the day of the event and the day of return. In order to take advantage of the transfers, please make sure you have signed up on the event registration form. If you signed up in advance, please provide the voucher found on the Additional Information document upon your arrival at EWR. Return transfers to EWR will operate between 7:30am and 8:30am. No voucher is necessary for the return transfer as your name will be on the manifest.

Please refer to the attached Additional Information documents for pick up times, locations, and access to the transfer voucher (November 18th and 21st only).

Will parking be available at the terminal?

Complimentary guest parking will be available in the parking lot located adjacent to the cruise terminal. All guests who will require parking will present their sailing documentation to enter the complimentary parking facility.

For guests sailing on the November 18th and 21st sailings, please print and bring your parking voucher found on the Additional Information document to present before you park.

By what time must I disembark the ship on the day of departure?

We kindly ask all guests to disembark the ship by 9:00am on the morning of departure.

How can I make my complimentary Dynamic Dining reservations?

We strongly recommend booking your Dynamic Dining reservations pre-cruise on RoyalCaribbean.com/CruisePlanner or as soon as you get on board to avoid disappointment.

Will specialty dining reservations be available on my sailing?

Specialty dining reservations will not be available on the November 12th, 14th, and 16th sailings. Our specialty restaurants will be open for tastings on each afternoon of these sailings.

Travel partners sailing on the November 18th and 21st sailings will have the ability to make specialty dining reservations through Cruise Planner for a fee.

Will beverages be complimentary during this sailing?

The November 12th, 14th, and 16th sailings will offer complimentary beverages and open bar.

Travel partners sailing on the November 18th and 21st sailings will be provided with the premium beverage package for adults and soda package for kids.

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Are reservations required for Mamma Mia and Starwater?

We strongly recommend booking entertainment pre-cruise on RoyalCaribbean.com/CruisePlanner or as soon as you get on board to avoid disappointment.

Are reservations required for all other onboard activities?

Reservations are not required for any other onboard activity. Upon boarding, all guests will receive a Cruise Compass with a detailed schedule of events and activities taking place during their sailing.

Can I pre-book reservations for Northstar and iFly?

Guests on the November 12th, 14th, and 16th sailings are invited to visit these venues for viewing only. However, we regret reservations are not available to pre-book.

Guests on the November 18th and 21st sailings can pre-book these experiences via Cruise Planner.

Will there be internet access during the pre-inaugural sailings?

Yes, complimentary internet access will be available during the pre-inaugural sailings.

Will staterooms be open for viewing?

Yes, a variety of stateroom categories will be open for viewing during the November 12th, 14th, and 16th sailings.

Staterooms will not be open for viewing during the November 18th and 21st sailings as these are standard revenue sailings.

What is the dress code while onboard?

Please refer to the attire guidelines found on the Additional Information documents for the suggested daytime and evening attire during your sailing.

Will the Grande Restaurant require formal attire?

No, formal attire will not be required at The Grande Restaurant. Please refer to the attire guidelines found on the Additional Information documents for the suggested evening attire.

Who can I contact if I am experiencing technical difficulties with Cruise Planner and online check-in?

For assistance with online check-in or Cruise Planner, please call 1-866-562-7625.

