



Version 1.3. As of Nov 28, 2018.

FREQUENTLY ASKED QUESTIONS

What is Perfect Day at CocoCay?

Perfect Day at CocoCay is a private destination exclusively for your Royal Caribbean clients, located in The Bahamas. Your clients will find endless ways to chill out and enjoy beautiful beaches and pristine water, plus thrilling experiences like the incredible Thrill Water Park, ziplining and every water sport you can imagine.

Where can I find more information on Perfect Day at CocoCay, like what types of slides, rides, cabanas, beaches, and pools will be offered?

The island is loaded with new thrills and endless ways to chill. To explore all the new attractions and amenities, head to RoyalCaribbean.com/PerfectDayCocoCay

When does Perfect Day at CocoCay open?

New attractions and experiences at Perfect Day at CocoCay will open in phases, with the full completion planned for December 2019. Below please find the opening dates.

- The new pier will begin welcoming guests to the island in January 2019
- Thrill Waterpark, the Zip Line, Splashaway Bay aqua park, Up, Up and Away helium balloon, Captain Jack's Galleon, Skipper's Grill dining, Captain Jack's dining, Chill Island, Chill Grill dining, and Oasis Lagoon freshwater pool will open in May 2019.
- South Beach, Coco Beach Club and the overwater cabanas will open in December 2019.

Please note that these dates might be subject to change depending on the progress of construction.

What if my clients are visiting the island before the Perfect Day at CocoCay completion dates? What will they experience?

We are making every effort to minimize the impact of island construction on our guest experience. All of the incredible beaches and amenities that your clients know and love are still available, including favorites like the floating bar and Serenity Beach.

How do I get to Perfect Day at CocoCay? Which ships visit Perfect Day at CocoCay?

Mariner of the Seas[®], *Symphony of the Seas*SM, *Anthem of the Seas*[®], *Enchantment of the Seas*[®], *Navigator of the Seas*[®], *Independence of the Seas*[®], *Grandeur of the Seas*[®], *Vision of the Seas*[®], *Majesty of the Seas*[®] all visit Perfect Day at CocoCay.

How is CocoCay pronounced?

CocoCay is pronounced Coco-Key.



Can my clients stay overnight at Perfect Day at CocoCay? Are there any overnight activities?

We are designing the island to accommodate the possibility of overnight and extended stays in the future. Stay tuned for more details.

How much does Perfect Day at CocoCay cost? Is there an admission fee?

Most of the experiences at Perfect Day at CocoCay are complimentary and we've added even more attractions and experiences to CocoCay at no extra cost. Some of these include Oasis Lagoon, the largest freshwater pool in the Caribbean, the shipwrecked Captain Jack's Galleon loaded with slides and water cannons, our biggest ever Splashaway Bay aqua park yet, and new sports courts on South Beach. Plus dramatically enhanced beaches like Chill Island and South Beach, both offering plenty of free beach chairs and beachside activities. And in between adventures, you can fuel up at five new complimentary dining venues located throughout the island.

Your clients also have a choice of even more one-of-a-kind experiences available for a charge. Prices vary by season, but booked guests can visit Cruise Planner ([RoyalCaribbean.com/CruisePlanner](https://www.royalcaribbean.com/CruisePlanner)) for the latest exact pricing for their specific sailing — and the biggest savings.

COMPLIMENTARY EXPERIENCES

CATEGORY	EXPERIENCE/AMENITY	COST
THRILLS	Splashaway Bay SM	Complimentary
	Captain Jack's SM Galleon	Complimentary
DINING	Skipper's Grill	Complimentary
	Chill Grill SM	Complimentary
	Snack Shack (3 throughout island)	Complimentary
POOLS	Oasis Lagoon SM	Complimentary admission
	Beach chairs and towels	Complimentary
BEACHES	Chill Island SM	Complimentary admission
	Beach chairs and towels	Complimentary
	South Beach	Complimentary admission
	Beach chairs	Complimentary
	Sports courts	Complimentary
	Fitness classes	Some complimentary
MORE AMENITIES	Freshwater showers	Complimentary
	Tram service	Complimentary
	Beach access wheelchairs	Complimentary



FOR A CHARGE

CATEGORY	EXPERIENCE/AMENITY	PRICE STRUCTURE*	DETAILS*
THRILLS	Thrill WaterparkSM <i>Includes 13 waterslides, Wave Pool, Adventure Pool, complimentary dining at Snack Shack, beach chairs and towels</i>	Admission charge	FULL Day: \$44-\$99 per person HALF Day (P.M. only): \$39-\$74 Age 0-3: Complimentary Cabana Rental: Grants complimentary admission for up to 6 guests. Full day rental only. See cabanas FAQ for pricing.
	Thrill Waterpark + Zip Line	Package pricing	FULL Day: \$99-\$179 per person HALF Day: \$89-\$149
	Zip Line	For a charge	\$79-\$139 per person
	Up, Up and Away (helium balloon)	For a charge	Age 13+: \$39-\$99 per person Age 4-12: \$24-\$64 Age 0-3: Complimentary
BEACHES	Coco Beach ClubSM <i>Includes access to exclusive beach, club house, infinity pool, complimentary dining at The Grille at Coco Beach Club, beach chairs and towels</i>	Admission charge	Age 13+: \$54-\$99 per person Age 4-12: \$34-\$69 Age 0-3: Complimentary Cabana Rental: Grants complimentary admission for up to 8 guests. See cabanas FAQ for pricing.
DINING	Captain Jack'sSM	A la carte	Prices according to menu
MORE AMENITIES	Cabanas, daybeds throughout island	Rental charge	See cabanas FAQ for pricing
	Umbrellas throughout	Rental charge	
	Beach rentals (kayaks, snorkels, etc.)	Rental charge	Varies
	Spa services (Coco Beach Club & Chill Island)	For a charge	Prices according to spa menu

*Prices are estimated, vary by season and are subject to change without notice.
 All bars and self-serve beer stations are a la carte, bar menu pricing.

How does admission to Thrill Waterpark work on Perfect Day at CocoCay? How will half-day and full-day passes be enforced? Can my clients exit and enter the park as they please?

Wristbands will be used to ensure your client's entry into Thrill Waterpark. Once they have a wristband, they may enter and exit the park as often as they like. Half day admission will be available in the afternoon only.



Can my clients use their beverage, wi-fi internet or dining package at Perfect Day at CocoCay?

Yes! Beverage and wi-fi packages purchased onboard or on Cruise Planner (RoyalCaribbean.com/CruisePlanner) will be active on the island. Guests can also enjoy five new complimentary dining venues located throughout the island.

Is there wi-fi high speed internet access at Perfect Day at CocoCay?

There is, and if your clients purchased a VOOM® high speed internet package, they can use it on the island and start sharing your memories right away.

Are there lockers available for rent at Perfect Day at CocoCay?

Yes, lockers are available throughout the island for a nominal rental fee. Your clients will also find complimentary freshwater showers, restrooms, and changing rooms available on the island.

Are there beach chairs, towels, and umbrellas available at Perfect Day at CocoCay?

Absolutely! Towels and beach chairs are complimentary to all of our guests. Umbrellas are available to rent for a nominal fee.

What kinds of cabanas are available at Perfect Day at CocoCay, and how much is the cost to rent them?

There are plenty of options for unwinding in the shade, beginning with beach umbrellas, clamshells, and daybeds (available for a rental charge), plus cabanas available at beaches, Thrill Waterpark, and Oasis Lagoon freshwater pool. Or your clients can elevate their beach day with an overwater cabana at Coco Beach Club, which accommodates up to eight guests and comes with attendant service, a private hammock, a minibar, and their own personal slide into the sea.

Some cabanas come with extra perks, too. If your clients reserve a cabana at Thrill Waterpark, they'll enjoy complimentary entry to all of the slides and activities inside for up to six guests. If they reserve a cabana at Coco Beach Club (including the overwater cabanas), they'll enjoy complimentary access to the club for up to eight guests.

Cabana pricing varies by season. See price ranges below. For exact pricing, we recommend that booked guests visit Cruise Planner (RoyalCaribbean.com/CruisePlanner) — the best way to plan their time at Perfect Day at CocoCay. Cruise Planner always has the latest prices for their sailing, and they'll save on their experiences when they book ahead.

CABANA PRICES

TYPE	PRICE RANGE*	ACCOMMODATES UP TO
Chill Island Cabanas	\$299 – \$569	8 guests
Oasis Lagoon Cabanas	\$299 – \$569	8 guests
Thrill Waterpark Cabanas	\$499 – \$869	6 guests; includes complimentary park admission
Coco Beach Club Beach Cabanas	\$949 – \$1549	8 guests; includes complimentary club admission
Coco Beach Club Overwater Cabanas	\$999 – \$1599	8 guests; includes complimentary club admission

*Prices are estimated, vary by season and are subject to change without notice.



How do my clients reserve Perfect Day at CocoCay amenities like cabanas and daybeds, and access to experiences like the Zip Line, Up, Up and Away helium balloon, and Thrill Waterpark?

The best way for booked guests to plan their time and reserve access to the experiences on the island is through our Cruise Planner (RoyalCaribbean.com/CruisePlanner) site. Prices change regularly due to seasonality and current promotions, but Cruise Planner always has the latest rates — and the biggest savings when you book ahead. And your clients can start planning your adventure right away, once they've booked your cruise.

Do my clients need their SeaPass® card to enter Perfect Day at CocoCay? How do they pay for things on Perfect Day at CocoCay?

Your clients will need their SeaPass card to exit and re-board the ship. It's also how they'll pay for things on the island. Please note, there's also a straw market on the island with local Bahamian crafts, where only cash (USD) is accepted.

Are there any age, height, or weight restrictions or requirements for the slides, rides and experiences at Perfect Day at CocoCay?

There are no age restrictions for the experiences at Perfect Day at CocoCay. Some slides and activities have height and weight restrictions; see the chart below for specifics. Many of the island's other experiences, such as Up, Up and Away helium balloon, Oasis Lagoon freshwater pool, and Captain Jack's Galleon, are open to all adventurers.

HEIGHT AND WEIGHT REQUIREMENTS

ATTRACTION	PLATFORM HEIGHT	HEIGHT REQUIREMENT	MAXIMUM WEIGHT LIMIT
Daredevil's Peak SM waterslide	135 feet	48 inches minimum	300 lbs.
Dueling Demons waterslides	75 feet	48 inches minimum	300 lbs.
Screeching Serpent waterslide	50 feet	48 inches minimum	300 lbs.
Green Mamba waterslide	50 feet	48 inches minimum	300 lbs.
Manta Raycers waterslides	25 feet	40 inches minimum	300 lbs.
The Slingshot waterslide	60 feet	48 inches minimum; or 40 inches minimum with a swim vest on	Max single person: 300 lbs./ Total raft weight limit: 550 lbs.
The Twister waterslide	60 feet	48 inches minimum; or 40 inches minimum with a swim vest on	Max single person: 300 lbs./ Total raft weight limit: 550 lbs.
Splash Speedway waterslides	40 feet	42 inches minimum	300 lbs.
Adventure Pool		Guests under 48 inches must wear a swim vest at all times	N/A
Wave Pool		Guests under 48 inches must wear a swim vest at all times	N/A
Splashaway Bay SM slides		Maximum 42 inches	200 lbs.
Zip Line		N/A	50 lbs. minimum 300 lbs. maximum



Is there a daycare or Adventure Ocean® kids program at Perfect Day at CocoCay?

There will not be a dedicated daycare on the island, but the Adventure Ocean team will be hosting activities onshore for children and their families. Island programming is still being developed. And Adventure Ocean will remain open onboard for families who choose to stay on the ship.

Is there an adults only area at Perfect Day at CocoCay?

Currently, all venues and activities are open to guests of all ages. But given the size of the island and the range of experiences, your clients are sure to find whatever vibe they're going for, from relaxing beaches to more active ones, chill spots throughout the Oasis Lagoon pool or its kid-friendly sloping entry alcove.

Will Perfect Day at CocoCay have an exclusive area for Crown and Anchor® Society members and Suite guests?

At this time, we don't have any plans for tiered member and guest areas on the island.

Are there lifeguards at every pool and beach at Perfect Day at CocoCay?

We have partnered with StarGuard, the leading provider of lifeguard services, to ensure we have lifeguards at every pool and every slide, as well as in recommended locations on the beach. However, even with the presence of lifeguards, we urge parents to keep a watchful eye on their children whenever they are near the water.

Are there spa services at Perfect Day at CocoCay?

Yes, spa services will be available on the island, or can be pre-purchased onboard and on Cruise Planner (RoyalCaribbean.com/CruisePlanner).

Does Perfect Day at CocoCay offer any fitness classes like yoga and Zumba?

Yes, fitness classes are offered on the island. Your clients can check their activities schedule once they're onboard to see what classes are available and when. Classes offered vary by ship and itinerary; some are complimentary and some are for a fee.

Is there transportation on Perfect Day at CocoCay?

A tram service will run every 15 minutes at all times on the island and includes five stops: Thrill Waterpark, South Beach, Coco Beach Club, Chill Island, and Oasis Lagoon. A tram line will also serve Coco Beach ClubSM exclusively during morning peak hours. All trams are accessible.

Are there services for special needs guests who visit Perfect Day at CocoCay, such as wheelchairs? Is the island accessible?

Yes, the island is accessible, but some experiences are not. There are complimentary beach access wheelchairs available, and an accessible tram service. Oasis Lagoon freshwater pool is also accessible, as is the wave pool in Thrill Waterpark. However, the towers to the waterpark's slides have stairs, as does the tower to the Zip Line.

Will my clients be able to find gluten free and vegetarian meal options on Perfect Day at CocoCay?

What if my clients have other dietary needs?

Your clients will find gluten free and vegetarian options available at all of the island's dining venues, as well as options to suit most dietary needs.



Are there designated smoking areas on Perfect Day at CocoCay?

Cigarette, cigar, e-cigarette and pipe smoking is permitted only in designated smoking areas throughout the island. Please ask your clients to check wayfinding signs on the island for specific locations.

Where can my clients charge their phone on Perfect Day at CocoCay?

Charging stations will be available in cabanas and in select public locations for complimentary use.

Is the trash on Perfect Day at CocoCay recycled?

Yes, we have a robust recycling program on the island. Most of the trash is recycled, while some is sent to the ship to be disposed of properly. Additionally, we are hard at work to reduce the use of plastics on our ships, and this effort will also extend to our private island destinations.

NEW FAQs AS OF JULY 26, 2018

Is kosher food available at Perfect Day at CocoCay?

Kosher foods are not prepared on CocoCay, however, kosher requests can be accommodated onboard Royal Caribbean ships.

At Perfect Day at CocoCay, can my clients book spa services in Cruise Planner before their cruise?

We are excited to offer CocoCay spa service, bookable on Cruise Planner, in the very near future!

Will there be photographers and photo opportunities on Perfect Day at CocoCay? Can photos from the island be purchased as part of a photo package?

We're still working on different ways to capture your clients Perfect Day at CocoCay experience as they take on all the thrills, relaxation, and beauty that the island has to offer. This will likely include some photo opportunities that will be available as part of photo packages, plus other premium photo and video experiences offered for a separate charge.

If my clients books a shore excursion at Perfect Day at CocoCay, like a water park admission, zip line, or a cabana, and there is rain, wind or bad weather, will the excursion be cancelled and will my client receive a refund?

If your client's activity is cancelled by Shore Excursions, their onboard account will be fully refunded. All Shore Excursions at Perfect Day at CocoCay have the same policy as our shore excursions at other global destinations.

Cancellation Policy

Excursions can be modified or cancelled up to 48 hours prior to port arrival without penalty. Tours involving flights, trains, special events, overnight stays, hotel stays and Private Journeys must be cancelled 30 days prior to sailing to avoid cancellation penalties. Other restrictions may apply.

In the event a tour on the island is cancelled due to weather conditions, a full refund will be provided to your client's onboard account.

Exchange Policy

The deadline for tour exchanges is 48 hours before port arrival.



Can my client have their wedding at Perfect Day at CocoCay?

Yes, your client can get married at Perfect Day at CocoCay while their cruise is docked at the island, pending availability at one of our island wedding sites. Contact our Royal Weddings team at 1-888-WED-RCCL to learn more.

Are aerial drones allowed at Perfect Day at CocoCay?

No, drones may not be operated at Perfect Day at CocoCay. Guests are welcome to bring drones on their cruise for use at other destinations, outside of the port area, pursuant to local laws. However, drones are not to be operated onboard the ship at any time, nor at the Royal Caribbean private destinations Perfect Day at CocoCay, Bahamas or Labadee®, Haiti.

While onboard, drones must be stored safely in the stateroom. Drones used on the ship will be confiscated until the end of the cruise. A Guest Conduct Policy warning will be issued and guests may be subject to disembarkation at their own expense for onboard drone usage.

Guests assume full responsibility for understanding all local authority rules related to drone usage and for obtaining any required permissions for drone operations. Different countries may have different rules. Any liability, including environmental damage from drone usage is the guest's responsibility. Royal Caribbean assumes no liability for guest drones that may be confiscated by local authorities for violating local laws or for any accident or injury resulting from a guest drone flight.

What medical facilities are available at Perfect Day at CocoCay?

There are two first aid facilities on the island, indicated on wayfinding signs and maps by the universal white cross symbol. For medical emergencies, there is a response plan that will bring the guest back to the ship for treatment.

Is there a pool or area for babies and toddlers to swim at Perfect Day at CocoCay?

Babies and toddlers with swim diapers can swim in all pools, and also in the ocean at all beaches.

Coco Beach Club and overwater cabanas are scheduled to open December 2019. All destination features and experiences, and related delivery timing for these features, are currently in development and are subject to change without notice. Images and messaging for Perfect Day at CocoCay reflect current design concepts and may include artistic renderings. Perfect Day and CocoCay are trademarks of Royal Caribbean.

