



Answering Your Questions

2023-2024 WORLD CRUISE

17 SAILINGS • 4 SEGMENTS • 1 EPIC ADVENTURE

Pre-cruise Arrangements

Q: What hotel will Ultimate World Cruise guests stay in Miami, Florida before embarking on their 274-night journey?

A: *We're so excited to have partnered with the InterContinental Miami for your pre-cruise 2-night stay. The InterContinental offers unparalleled service and stunning vistas of Miami's Biscayne Bay and is the epicenter of Miami! The Ultimate World Cruise Gala will also take place at the Intercontinental Miami on December 9th, 2023!*

Q: When will I receive my pre-cruise hotel details?

A: *All guests will have their hotel details for their 2-night pre-cruise hotel stay at the InterContinental Miami by July 31, 2023.*

Luggage

Q: How will my luggage be handled at the pre-cruise hotel?

A: *All luggage will be collected at the hotel on the morning of December 10th for those staying with us at the InterContinental Miami. Next time you see your luggage it will be in your stateroom onboard the Serenade of the Seas. Important Note: Please keep all travel documentation (passport and visa details) and medications with you at all times.*

Q: Can we send ourselves items through luggage forward?

A: *Yes! For a fee, you may send yourself items through Luggage Forward at each of our homeports:*

- *Miami, Florida on December 10th, 2023*
- *Los Angeles, California on February 10th, 2024*
- *Dubai, United Arab Emirates on May 9th, 2024*
- *Barcelona, Spain on July 10th, 2024*

Visit www.luggageforward.com/ultimateworldcruise for additional details.

We do understand that emergencies happen and there are instances where you may need to receive something as soon as possible. If you are ever under this circumstance, please connect with Guest Services onboard and they will assist you.

Q: Is the 6 large luggage limit per stateroom a requirement or recommendation?

A: We strongly recommend you bring no more than 6 pieces of luggage (no bigger than 30" x 21" x 13" each) per stateroom. This recommendation is for your comfort and safety. And please, remember, we'll store one piece of empty luggage for you onboard which you'll collect at the end of your journey in September 2024.

Visas

Q: If we're taking a Royal Caribbean excursion that requires a visa, will Royal Caribbean handle that visa?

A: While we'd love to assist with visas, guests are responsible for obtaining their visas as requirements vary based on guest nationality.

Q: Are guests exempt from obtaining a Chinese visa per China's 144-hour visa-free transit policy?

A: We are working with our local teams in China and Visa Partners to provide the best guidance for Ultimate World Cruisers and their China visa. We will be sharing additional information via email July 2023. In the meantime, please contact CIBT Visas, your Travel Partner, and/or local consulate for guidance.

Itinerary

Q: Where can guests find the most up-to-date itinerary, including port times? And when can I expect to see our pier/berthing details?

A: Our most current itinerary can be found [here](#).

Just like an airline gate is assigned on the same day of travel, berth assignments undergo a similar process. While our destination is confirmed, our pier/berth is confirmed within 48 hours of our arrival. We work closely with local port authorities to secure the best berth possible.

Q: On our way to Newfoundland, will we pass near the Titanic site?

A: Exact navigational routes will be determined much closer to the time of sailing based on many factors such as weather and time. At this point, we are not able to confirm if we will be passing near the Titanic site.

Q: Do we need a heavy coat for the southern part of South America? What will the climate be? Will the ship be touching land in Antarctica?

A: We strongly recommend guests layer their clothing within the various climates that we might encounter during our sailing. For example, the average temperature in January in Ushuaia is 57°F/42°F (Predicted to be 13°C/5°C at the time we visit).

Shore Excursions

Q: Some tours are missing online from the Shore Excursions brochure. When will they be added?

A: While the majority of our shore excursions are available to book online, we're quite far out from some of the ports we'll be visiting, and shore excursion details aren't usually secured so far out. We're working with local operators to finalize details and as soon as they are ready, we'll email all guests advising they can be booked online.

Q: Are the 7 World Wonder complimentary Shore Excursions for Crown & Anchor Society Platinum and above members wheelchair accessible?

A: Unfortunately, three of the 7 World Wonder tours are strenuous which means, guests that require wheelchairs will regrettably be unable to take part in the tours that visit Petra, Machu Picchu, and the Colosseum. We are terribly sorry for this inconvenience.

Guests that opted out of the strenuous tours will receive a \$2,500 USD per person credit to their cruise fare by the end of July 2023. While the opt out deadline has passed, if you have any questions, contact our Ultimate World Cruise Desk at WorldCruise@rccl.com or call the team at 800-423-2100. International guests may also [click here](#) to contact us.

Q: When will we see more details around the complimentary shore excursions tours to the 7 World Wonders for Crown & Anchor Society Platinum and above members?

A: In early June, we sent an email with all the details for the 7 World Wonders shore excursions. [Here](#) you can find all the details!

Q: How do I add the complimentary 7 World Wonder tours for Crown & Anchor Society Platinum and above members to my account?

A: There's nothing for our Crown & Anchor Society members to do! We will add these tours to your account by the end of July 2023.

Q: I opted out of the Crown & Anchor Society Platinum and above complimentary shore excursions package, when can I expect to receive the credit?

A: Guests can expect to see the credit by the end of July 2023.

Q: When will we see more details for the African Safari Overland Shore Excursion?

A: We are so excited to share all the details around this exclusive experience. In August 2023, we will email you the information and how you can reserve this limited offering.

Stateroom Questions

Q: What are some of the updates being done to our stateroom?

A: We've made an abundance of changes to our staterooms to make sure your time onboard is as comfortable as possible! Some of these changes include:

- New bed frames with the additional storage ability for up to 4 large suitcases under the bed.
- A new mattress that includes a mattress topper and comfort pillows.
- Kettles will be available in all staterooms for tea and coffee – guests are welcomed to bring their own pour over or French press (non-electrical) coffee maker.
- Updated and new mini fridges.
- Umbrellas will be provided in the stateroom.
- The electrical outlets near the beds have been updated to 220V and will include a USB outlet.
- We've added the ability to connect your personal device – Android or Apple – with the television in the stateroom. Additional details will be included in the August newsletter.
- Robes will be provided in the stateroom.
- Should you want to bring any additional accessories (mattress topper, etc.) for your stateroom mattress, please send WorldCruise@rccl.com a certificate of safety and fire.

Q: Do the stateroom televisions have USB or HDMI connectors? And should we have VPNs installed on our laptops?

A: *Our Stateroom TVs provide the option to connect via one HDMI cable. We'll provide HDMI connectors so feel free to bring any dongles for your personal Apple or Android devices! Please note: Unfortunately, the connection will not be compatible with Firesticks, Roku, video game consoles, Apple TV boxes etc.*

A VPN isn't required on your laptop, but you may use one if necessary.

Q: Will there be electrical outlets and USB ports near bedside tables?

A: *Yes! One bedside table will have a USB port and will provide access to electrical outlets. We're still in the process of making these additions so if you happen to sail onboard Serenade of the Seas between now and the World Cruise, you may not see them yet as they are being added specifically for our Ultimate World Cruise guests!*

Guests that use CPAP machines will need to make sure their machine can operate at 110V – 240V.

Q: Will any extra life jackets be removed from staterooms?

A: *As a safety precaution, all stateroom life jackets will remain in the stateroom, regardless of the quantity of guests in the room.*

Q: What specific toiletries will be provided in stateroom bathrooms?

A: *All stateroom guests will receive Salt & Breeze body wash and shampoo combination. Junior Suite will receive individual dispensers for body wash, shampoo, and conditioner. Please note, all products will include coconut as an ingredient. Top suites will have individual dispensers for body wash, shampoo, and conditioner of Malin and Goetz.*

Onboard Experience

Q: What currency will you have onboard?

A: *We will offer two different currencies onboard, USD \$ and Euros €. Our team will ensure that we carry smaller bills onboard to accommodate currency requests. We will also have two ATM machines onboard, one of which will be adjusted once we reach European waters to disburse Euros.*

During the voyage we will advise of nearby locations in various ports that will provide access to the local currency. Many countries also accept US dollars or Euros. Any unused local currency brought back onboard can be exchanged onboard into US \$ or Euros €.

Select currencies will be restricted and only notes will be accepted.

Q: Will Pickleball be available onboard?

A: *Yes! We launched Pickleball fleetwide in April 2023 and we've seen incredible feedback. We know our guests love Pickleball. Onboard Serenade of the Seas we have one (1) net, and we'll offer open play and tournaments throughout the sailing. And no need to bring your own equipment – we have everything you need onboard!*

Q: Are we allowed to bring day visitors onboard?

A: *Unfortunately, it is our standard policy to not allow day visitors for our standard sailings and it will remain the same for the Ultimate World Cruise.*

Q: Are we allowed to bring steamers or irons onboard?

A: Steamers and irons will not be allowed to be brought onboard by guests due to the potential fire hazard. However, two (2) irons will be available in addition to the two (2) ironing boards in the guest self-service laundry facility only available to Ultimate World Cruisers on Deck 3, 7 and 8.

As a reminder, our full UWC guests receive 3 complimentary bags of wash & fold laundry per week.

Q: Are there any updates regarding theme nights and shops onboard?

A: We are currently working on these items and will begin sharing details for the onboard entertainment and theme nights with you in October 2023.

Q: If I want to provide my preferences during the Ultimate World Cruise, who can I contact?

A: There is currently a "Getting to Know You" survey available until July 23rd, 2023. Here you can provide any additional details you want us to know including answering some questions to help make your stay with us more enjoyable! If you haven't already, fill out the form [here](#).

Q: Will there be an opportunity to sail with minimal light to offer a full star gazing experience?

A: The stargazing experience will be offered during certain points of the itinerary and will take place primarily on Deck 13 forward. If available, we may have an officer join the experience with a navigational star finder.

Q: What is the average temperature in the pools? Can the Solarium pool maintain temperature even in the cooler climates?

A: Our main pool and solarium pool are steam heated and the temperature ranges between 25 °C/77 °F to 30 °C/86 °F. Our Solarium Pool can maintain temperature even in the coolest of climates!

Q: What are some of the updates being done to *Serenade of the Seas*?

A: To enhance Serenade of the Seas prior to the beginning of the Ultimate World Cruise, we've added some new areas such as a library and dedicated card/game area. We've also made additional enhancements around the ship which includes providing some TLC to certain areas.

If you would like to come see the ship prior to boarding the Ultimate World Cruise, the ship is currently in operation, and we'd love for you to come join us ahead of time – we can't wait to meet you!

Q: Is Starlink already installed on *Serenade of the Seas*?

A: Serenade of the Seas is already equipped with VOOM powered by Starlink! Bringing our guests high-speed connectivity for a better onboard experience throughout your 274-night journey!

Q: When will my SeaPass account be settled?

A: Your SeaPass account will close at the end of each individual sailing, and we ask that you settle your bill then. We imagine it will be more convenient to handle this on a sailing basis rather at the end of your 274-night adventure so you can keep an eye on your purchases.

Dining

Q: When will specialty dining open for reservations?

A: We are working on putting the finishing touches on our Food and Beverage offerings and will reveal full details in our August Newsletter, so stay tuned!

Q: What information can you provide regarding main dining?

A: *Our seating times will be as follows:*

- *Main seating will be served at 5:30 PM*
- *Second seating will be served at 7:45 PM*
- *My Time Dining will start from 6:45 PM and close at 9:00 PM*

For those guests who have completed the “Getting to know you” survey and provided their preferred dining time, we’ll process your preferred dining times onto your individual Serenade of the Seas reservations.

If any guest wishes to vary their dining time throughout the Ultimate World Cruise, we can accommodate their requests using their individual reservation numbers as well. Please contact us at WorldCruise@rccl.com and share your preferences.

Q: What additional details can you provide regarding Room Service?

A: *We are working on putting the finishing touches on our Food and Beverage offerings, including us Room Service details. You’ll be provided more details in our August Webinar so make sure to tune in!*

Independent Journey

Q: When will we have a response once we submit an Independent Journey request? And is there a limit for how many days we can remain off the ship?

A: *Independent Journey requests will receive a response within 15 business days. Once we receive your requests, we’ll connect with local port operators to ensure we are abiding by all local laws.*

Q: If the ship stays overnight in a port and I decide to stay at a hotel on land, do I need to submit an Independent Journey request?

A: *If the ship overnights in a port, there is no need to submit an Independent Journey request. An Independent Journey is when a guest sailing on the 274-night Ultimate World Cruise plans to debark the ship and return at a later date and at a different port. Each request will be reviewed by local port authorities and Royal Caribbean International.*

Crown & Anchor Society Questions

Q: Are you removing the standard Wi-Fi benefits we receive from the Crown & Anchor Society?

A: *If you select **Loyalty Benefits Package A** for the Ultimate World Cruise, you may utilize your standard loyalty benefits in addition to your World Cruise benefits!*

Q: How frequently can I switch my Wi-Fi-device (from phone to laptop and back)?

A: *You may switch your device as often as you’d like. All you need to do is log out of the out of the device and log into the new device.*

Q: Are there any specific onboard benefits for suite guests?

A: *Our standard suite benefits will be available during the Ultimate World Cruise. Suite benefits can be found [here](#).*

Book your Caribbean adventures today!

