

# Enchantment of the Seas®

## As You Arrive

### Frequently Asked Questions

◆ **Why do I have to activate my SeaPass and how do I do that?**

Enchantment of the Seas works on a cashless sales system. Think of your SeaPass card as your onboard charge card. Please advise the Check-in Agent whether you prefer to settle your account in cash or by credit card. We encourage a cash deposit in advance for those guests wishing to activate a cash amount. To avoid long lines upon checking out, we recommended establishing a credit card account. For minors, stop by Guest Relations Desk on Deck 5 to enquire about credit limit.

◆ **When will my stateroom be ready?**

Your stateroom will be ready at 1:00 pm. In the meantime, a delicious Lunch Buffet is available for all guests in the Windjammer Marketplace, Deck 9, from 11:30 am until 3:00 pm.

◆ **What time will my luggage arrive to my stateroom?**

Due to the immense amount of luggage handled during the boarding process, we estimate delivery of luggage up to 8:00 pm. If your luggage has not arrived by this time, please contact the Guest Relations Desk on Deck 5.

◆ **How can I get my dinner seating changed?**

Your seating arrangements are printed on the front of your SeaPass card. Our Maitre d' will be available for any table or seating request changes between 12:30 pm - 3:00 pm in My Fair Lady Restaurant, portside, Deck 4. Please check your Daily Cruise Compass for opening hours. For "My Time Dining" reservations call 7000. The Dining Room Management will again be available in front of all dining rooms from 6:30 pm to 9:30 pm.

◆ **How do I book Explorations!?**

Our friendly staff at the Explorations! Desk on Deck 5 will be available daily to assist you in booking an organized shore excursion. Check the daily Cruise Compass for opening hours. If you would like to book a tour in advance, just fill out the Explorations! Order Form, drop it in the box in front of the Explorations! Desk and the tickets will be delivered directly to your stateroom.

◆ **What are the charges for using the telephone?**

Charges do not apply when dialing stateroom to stateroom, you simply dial the stateroom number. However, if you wish to make an outgoing phone call, a charge of \$7.95 per minute will be billed to your SeaPass account. Charges also apply to toll-free calls, collect calls and calling cards. Dialing instructions are located next to your phone.

◆ **How can I get a wake-up call?**

Use the "Wake-up Call" button on your phone or dial 56 and follow the voice prompt.

On behalf of the Captain, Officers, Staff and Crew, we wish you a wonderful cruise vacation onboard the beautiful Enchantment of the Seas.

## GENERAL

### INFORMATION

**Guest Muster Drill**

A mandatory emergency drill will be conducted at 3:30 pm on the Promenade Deck 5. This will help you to familiarize yourself with the safety routine onboard and your Muster Station, which is your assigned meeting place in case of an emergency.

**Shops Onboard**

All our duty-free shops are located on Deck 6. Once we set sail and have reached international waters, the shops will open. Check the daily opening hours in your Cruise Compass.

**Soda Package**

An exclusive unlimited soda fountain package is available for purchase in any of our bars.

**Enchantment Day Spa**

To make appointments for any treatments or massages available onboard or if you wish to take a tour of the facilities (available on boarding day only), the Spa is located on Deck 9 aft. For more information dial extension 4850.

**Dry Cleaning Service**

A dry cleaning service is available onboard. Just fill out the form located in your stateroom and leave it with the laundry bag for your Stateroom Attendant to pick up. For safety reasons please be advised that the use of personal irons is not permitted.

**Elevators**

Please be aware that during the boarding process, three elevators will be used for luggage handling only and all guests are asked to avoid using these elevators.

**Chops Grille**

Chops Grille, "The Best Steak on the High Seas", \$25 dining fee per person applies. Reservations recommended (Dial 6258). Please allow approximately 2 hours for dining. Cancellations require 24 hour notice or your onboard account may be charged a fee of \$10 per person. Dress suggestions: Smart Casual. Guests 13 years and older are welcome. (Deck 6)