



**Pinnacle Travel Services Pte Ltd**

Tel: +65 63321522

Address: 111 North Bridge Road, #02-15 Peninsula Plaza, Singapore 179098



**Mariner of the Seas Sailing from Singapore**

**Essential Guest Information**

Thank you for booking with Royal Caribbean International, below are some of the information you may need to take note of before sailing.

**Check-in Information**

Check-in time – Please refer the table below for the check-in time, you will not be allow to board after the check in close. Check-in will close 2 hours prior to the scheduled sailing time.

No of Nights	Check-In Start	Check-in By	Sail Time
3 / 4 / 5 / 6 / 7 / 8	1100 Hrs.	1500 Hrs.	1700 Hrs.
4 (For 02Dec sailing)	1100 Hrs.	1400 Hrs.	1600 Hrs.
10	1100 Hrs.	1600 Hrs.	1800 Hrs.

**After your reservation**

Invoice - Check through the invoice (including passengers' details, sailing date, cabin number and etc.) which will be sent to you via email, ensure that everything is in order.

Guest Ticket Booklet – Documents will be sent to you via email **49 days** prior to the sail date.

Final Payment - We will automatically charge the payment on the same card used for deposit. If you wish to change your mode of payment, please notify us at least 3 days prior to the payment due date.

Pre-cruise arrangement – Shore excursion and Beverage package can be purchase online up to **4 days** prior to the sailing date.

Online Check-in – Please ensure that you complete your online check-in as it will expedite the process at pier. Online Check-in closes **3 days** prior to the sailing date.

Manual Check-in – If you are unable to complete the Online Check-in, manual Check-in is available on the day of sailing. Please print and fill up the "Guest Clearance Form" and "Charge Account Form" found in the Guest ticket booklet for manual check-in at the cruise terminal.

Currency – Currency used onboard will be USD.



## Pinnacle Travel Services Pte Ltd

Tel: +65 63321522

Address: 111 North Bridge Road, #02-15 Peninsula Plaza, Singapore 179098

Travel Adapter – North American standard, 110 volts AC and standard European 220/230 volts AC outlets.

Gratuities will be charged to your onboard account unless if you have opted for My Time Dining where we will collect the gratuities during your reservation.

Formal Night – Refer the table below for the number of Formal Night arranged for the entire sailing. Recommended attire would be business shirts, pants for men, cocktail dresses, pantsuit for women.

Cruise Length	Formal Wear
3 - 5 Nights	1
6 -11 Nights	2

Prohibited Items - Flammable liquids, weapons / sharp objects, illegal drugs, explosive and dangerous chemicals / substances, coffee maker, hot plates, candles/ incense.

### **On the day of sailing**

Cruise Terminal Address – Marina Bay Cruise Centre Singapore. 61 Marina Coastal Drive, Singapore 018947.

Check-in Luggage – Proceed to Departure Level to drop off your baggage before proceeding to the security screening area.

Stateroom – Stateroom will be available at 1.00pm and you may proceed to the Windjammer Restaurant for lunch after your check-in.

Seapass Card – Every guest will be issued with a seapass card which will function as your stateroom key and onboard expense card to charge your expenses.

Credit Card payment onboard – Our check-in staff will key in /verify the card details during check-in and charge the expenses to your card at the end of the cruise.

#### **Using a Credit Card/Debit Card to Activate the Onboard Account:**

**Based on your onboard purchases, multiple authorizations (holds) may be placed onto your card account. Although not actual charges, authorizations may reduce the amount of available credit or available cash for debit cards. We will only submit the final charges to your card issuer on the disembarkation day, which will also start the process of releasing previously obtained authorizations (holds).**

**Release policies vary by issuing bank. Some card issuers may take up to 30 days or more to release the authorizations from your account. The length of time this may take is not determined by Royal Caribbean International.**



## **Pinnacle Travel Services Pte Ltd**

Tel: +65 63321522

Address: 111 North Bridge Road, #02-15 Peninsula Plaza, Singapore 179098

Cash payment onboard – There is a daily limit of US\$300. Once the limit reached, you may wish to proceed to the Guest Relations Desk to settle your account.

Passport – Your passports will be kept by the ship. Please check the cruise compass on the collection venue and time on the day before disembarkation.

Room Service – Room Service is included. However a late night service charge of US\$3.95 per delivery will incur when ordering between midnight to 5:00 AM.

Fine Dining – Please check your Seapass card for your dining time and table number at the fine dining room.

If you have opted for “My Time Dining”, you may either reserve the timing on our website or reserve your dining time with the Maitre’D when onboard.

Cruise Compass – you may check the cruise compass for the wide array of exciting activities that we have plan for you. Do take note of the performance timing for our nightly shows.

Duty Free shops / Casinos – They are closed while the ship is in port and will open when the ship is in international waters (Approx. 1.5 hrs. after sailing).

### **Day of disembarkation**

Disembarkation time – The time is determined by the colour luggage tag that will be sent to your stateroom on the last night of sailing. Please refer to the cruise compass for the exact timing.

If you need to leave the ship early, please proceed to the Guest Relation Desk to make the arrangement.

Breakfast – Breakfast will be served onboard, you may check the cruise compass for the meal timing.

Luggage – Please place your luggage outside your stateroom by 11:00 PM the night prior to arrival. You will claim your luggage in the baggage claim area of the cruise terminal. Please do not place hand luggage outside your stateroom for collection.

Latest time to disembark – Guest can stay onboard till around 9:00 AM. This depends on arrival time and the progression of the departure process. Guests are not able to remain onboard after the final departure announcement.