

## CRUISE FAQs

1. With hotels you pay after you've stayed. Can you explain how payment needs to be made to book my cruise accommodations?

Our agents are able to book all of your cruise accommodations as well as any hotels, flights, or pre/post cruise travel. Please call our office at 1-800-422-0711 to speak with your assigned agent and they will process payment for you.

2. How do I coordinate airfare?

Continuing Education/ University at Sea would be happy to assist in booking your flight. Our agents are able to provide the recommended airports and times to travel. Please call our office at 1-800-422-0711 to speak with your assigned agent.

3. If I book my own airfare and decline the pre-cruise hotel, by what time does my flight need to arrive?

If you book your own flights, you must arrive in Orlando Airport (MCO) prior to 12:00PM on Monday, September 23rd.

4. What is the earliest time I should book my return flight?

Your return flight should not depart prior to 1:00PM on Friday September 27th.

5. What are transfers and how do I know if I'll need them?

Transfers are the way you will arrive from the airport to the ship, or hotel to ship.

All transfers will be included in the cost of the pre-cruise hotel package. (Airport-to-hotel, hotel-to-cruise port, and port-to-airport). If you did not purchase the pre-package hotel, Continuing Education/University at Sea would be more than happy to assist in booking these transfers.

6. If I book my own airfare can Continuing Education/University at Sea handle the airport transfers?

Yes, please contact us if you need any assistance in booking transfers.

7. Who should book the pre- and post-cruise hotel package? What does it entail?

Everyone coming in the day prior should take advantage of the pre cruise hotel package.

The hotel is the Embassy Suites Orlando Airport on T G Lee Blvd.

The cost is \$135 per person. This includes one-night accommodations, all taxes, Airport to hotel shuttle (\* every 40 Minutes)

Wi-Fi in the Hotel, evening cocktail reception at the hotel, Hot Breakfast, Private bus from hotel to the ship and taxes – 11am Departure. Private bus from the ship to the airport and taxes –

8. I thought everything was inclusive...do I need a Drink and Amenity Package?

All of your Breakfast, lunch and dinner is provided free of charge. Included in meals are coffee, tea, water, lemonade, milk, iced tea, and juice. If you wish to eat in a specialty restaurant, or purchase a soda or alcoholic beverage, there will be an additional fee. Royal Caribbean offers several different drink packages. These packages can be purchased prior to sailing at a REDUCED cost, through the "Cruise Planner".

Will I have Wi-Fi? Can I use my phone?

All NRWA Conference attendees will receive VOOM Wireless internet access on two devices for the entire cruise.

9. I see that cruise accommodations are based on double occupancy. Do I have to get a roommate?

You don't have to get a roommate. Single occupancy cabin cost is as follows:

Interior-\$605.79

Ocean View-\$905.79

Balcony- \$945.79

10. Is there a special rate for single occupancy cabins?

Single occupancy cabin cost is as follows:

Interior-\$605.79

Ocean View-\$905.79

Balcony- \$945.79

11. Will I feel "trapped" on the ship?

Hardly! Being at sea gives you a feeling of total freedom that no land-based resort can offer. There's plenty of room. And it will probably take you two or three days just to discover everything that's on board. Plus, you get the added adventure of exploring many exciting ports of call. Cruise ships are like floating resorts with all the choices fine resorts have to offer. You can lie back in a lounge chair, breathe in the sea air, soak up the sun, read good books, or watch the ever-changing seascape. If you're more active, join in exercise or dance classes, and sports contests. Practice your tennis stroke or golf swing, or take some fresh air on the jogging deck. Swim, stretch out in the sauna or work out in the gym. You can also see a feature film; attend an enrichment lecture by renowned experts, play backgammon or bridge. And that's just when you're on board!

12. Can you explain the beverage packages? Should I purchase this before I go?

Yes, if you wish to purchase any beverage, internet, or dining packages it is best to purchase these prior to sailing in order to take advantage of the pre-cruise discounts.

Deluxe Beverage Package- The cost is \$63-\$70 per day if purchased onboard. (\$57.00 if purchased prior to boarding)

- Fountain soda and refills at any venue
- Coca-Cola Freestyle beverages
- Coca-Cola® souvenir cup
- Non-alcoholic cocktails (mocktails)
- Bottled still and sparkling water
- Premium coffees and teas
- Fresh-squeezed juices

- Cocktails, Spirits, Liquor
- Beer, and Wine by the Glass

\*Deluxe Beverage Package includes any single beverage item with a value of up to \$12 for select ships and sail dates. Plus, receive a 40% discount on bottled wines priced up to \$100, and 20% discount on wines prices above \$100\*

Refreshment Package – The cost is \$29.00 per day if purchased onboard. (\$26.00 if purchased prior to boarding)

- Fountain soda and refills at any venue
- Coca-Cola Freestyle beverages
- Coca-Cola® souvenir cup
- Non-alcoholic cocktails (mocktails)
- Bottled still and sparkling water
- Premium coffees and teas
- Fresh-squeezed juices

Classic Soda Package- The cost is \$12.99 per day if purchased onboard. (\$8.50 if purchased prior to boarding)

- Fountain soda and refills at any venue
- Coca-Cola Freestyle beverages
- Coca-Cola® souvenir cup.

Water Bottle Package-

- 12 or 24 packs of Evian Water Bottles delivered to your stateroom
- 12 pack is \$39.00 & 24 Pack is \$69.00

**\*All packages above are subject to Gratuity charge\***

13. Will I be able to do any excursions while in the ports that we stop at?

So much you'll have a hard time choosing! You can explore on your own or take a guided tour (often referred to as shore excursions). Swim with the dolphins or hunt for shopping bargains. Follow the footsteps of history or the wake of a water-skiing boat. Sun and swim at some of the world's best beaches. Sail, snorkel, scuba dive or have an undersea experience in your own personal SUB. In short, cruising is the perfect way to sample a number of new destinations and try all the things you've ever dreamed of doing, while never having to pack and unpack!

14. Do I need a passport? Why do I need a passport?

This itinerary will be going to the Bahamas. You will not be required to have a Passport; however we strongly recommend having one. You will be required to have a copy of your official Birth Certificate and a supporting Government- Issued Photo ID. (Must be official certificate, it CAN'T be a copy)

It is important that the name on your reservation be exactly as it is stated on your passport or other official proof of nationality. If your name has changed since your document was issued (e.g.,

marriage or divorce), it is required that you update the document with the new name or provide an official supporting document (e.g., a state, county or province issued marriage license, divorce decree or legal name change document) of the name change. All documents must be the original or a notarized copy. Additionally, if you are using an identification (e.g., driver's license) and a citizenship document ( e.g., birth certificate), then BOTH documents must match the name on your reservation. Otherwise, it may result in delay or possible denial of boarding.

15. Why should I consider coming the day before?

In order to avoid missing the ship for any delays in travel such as traffic, cancelled flights, etc. We HIGHLY recommend coming in the day prior.

16. Even though registering as part of a group, will I receive individual reservation # so that I can make dining and show reservations/purchase cruise extras through the Royal Caribbean site? (I am going on another Royal Caribbean cruise later in the year, so have an understanding of how all that works.)

Yes, all guests booked within the group will receive an individual reservation number. They will be able to log into the Cruise Planner on Royal's website in order to book any packages, make reservations, etc.