

GUEST PORT SERVICES

GPS GROUND HANDLER MANUAL



Royal Caribbean Group

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Chapter 1 - Department Overview

Port Services Department Overview

Port Services is responsible for the guest experience and is comprised of several areas.

Guest Port Services (GPS) is responsible for the check-in, boarding, and departure operation of guests at all turnaround ports for Celebrity Cruises and Royal Caribbean International. Please refer to the GPS Org Chart.

- **Business Analysis**

The Business Analysis team is responsible for business analysis, quality assurance and training, transfer management, special projects, and inaugurals. While coordinating with shoreside IT and GPS Account Managers, this team also supports embarkation-related IT enhancements such as new check-in system launches and online check-in updates.

- **Worldwide Turnaround Operations**

This team works directly with vendors and shipboard personnel to plan and execute the turnaround operations worldwide. Account Managers based in the US, UK, Spain, and China support all regions respectively alongside local management teams.

- **Cruise Port Operations**

This team is responsible for managing the port facilities in Bayonne's Cape Liberty Cruise Port, Galveston, and Miami Cruise Terminal A.

Finance and Administration

This team is responsible for all financial administrative duties and oversees the department budget planning and tracking.

Port Operations

The Port Operations Team oversees the relationship with the Port Authorities, Regulatory Agencies, Security Providers, Stevedoring Companies and Port Agencies. Contracts, agreements, and berthing requirements are negotiated, monitored, and contracted from these relationships.

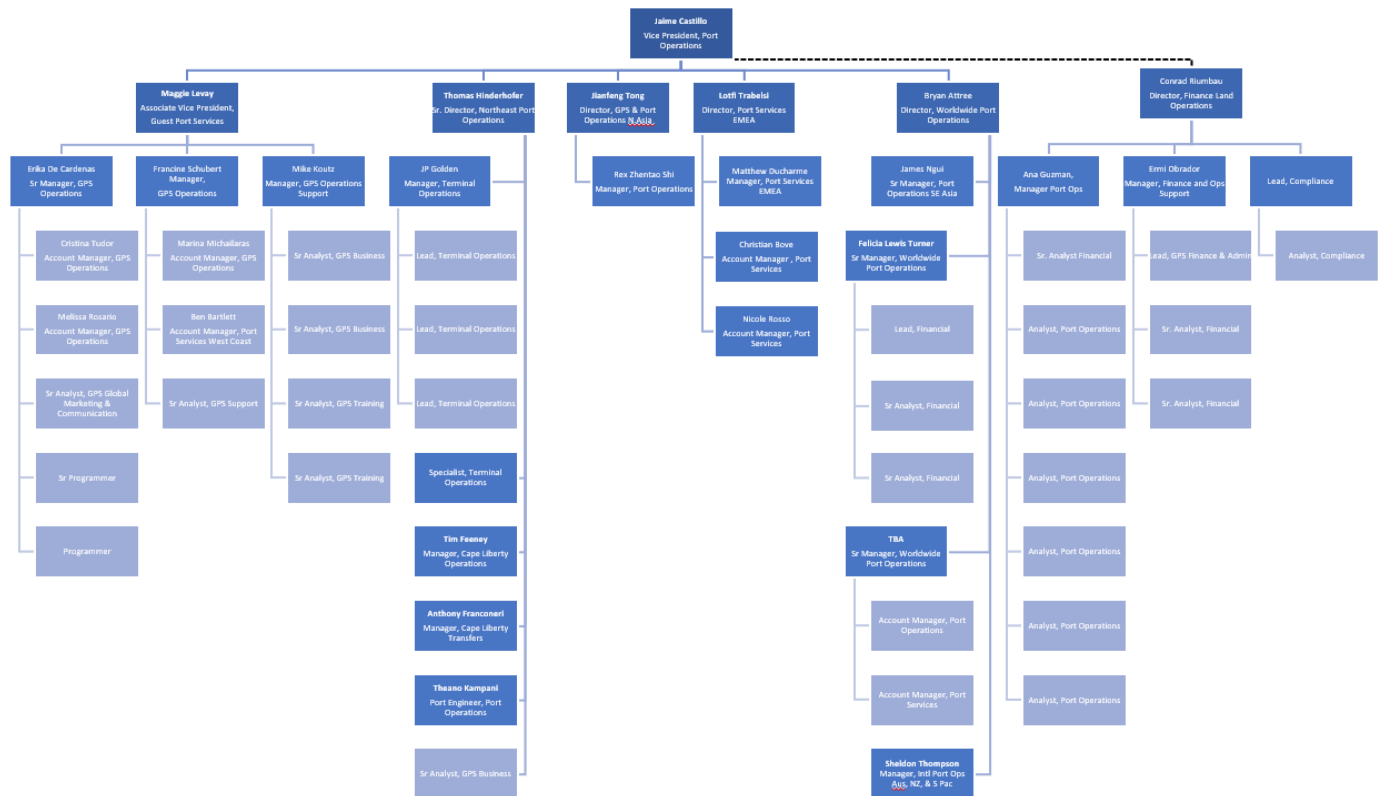
GPS areas of responsibility include:

- ✓ Guest Meet & Greet services at select airports and hotels
- ✓ Transfer services to airports, piers, and hotels
- ✓ Guest arrival and departure operations at the pier
- ✓ Cruise check-in and embarkation
- ✓ General operations at pre/post package hotels

Passion Statement

As a representative of Guest Port Services, I will provide an efficient, friendly, and professional impression to each guest during their arrival and departure as I strive to deliver a "best in industry" experience in accordance with Royal Caribbean Group's image; the best vacation experience begins and ends with me!

Organizational Chart



Contact List

Name	Title	Office Number	Cell Phone Number	Email Address
Ben Bartlett	Account Manager, Port Services West Coast		1-305-215-6693	bbartlett@rccl.com
Bryan Attree	Director Worldwide Port Operations	+1-305-498-7179		battree@rccl.com
Christian Bove	Account Manager, Port Services		34-686-09-61-58	christianbove@rccl.com
Cristina Tudor	Account Manager, GPS Operations		1-786-956-7521	ctudor@rccl.com
Erika De Cardenas	Sr Manager, GPS Operations		1-786-395-6909	edecardenas@rccl.com
Francine Schubert	Sr. Manager, GPS Operations	1-305-539-6672	1-786-953-9543	fschubert@rccl.com
Jaime Castillo	VP, Port Operations	1-305-982-2374	1-305-850-4441	jaimecastillo@rccl.com
Lotfi Trabelsi	Director, Port Services EMEA			ltrabelsi@rccl.com
Maggie Levay	AVP, GPS	1-305-539-4343	1-786-547-7452	mlevay@rccl.com
Marina Michailaras	Account Manager, GPS Operations		+1-954-310-1422	mmichailaras@rccl.com
Matthew Ducharme	Manager, GPS Operations		447-39-141-9263	mducharme@rccl.com
Mike Koutz	Manager, GPS Operations Support	1-305-420-7849	1-305-773-7130	mkoutz@rccl.com
Nicole Rosso	Account Manager, Port Services		+393475134601	nrosso@rccl.com
Rex Zhentao Shi	Manager, Port Operations		861-821-711-5623	rshi@rcclapac.com
Rosalys Carricarte Marquetti	Account Manager, GPS Operations		+13052403188	rcarricartemarquetti@rccl.com
Thomas Hinderhofer	Sr. Director, Northeast Port Operations	1-201-436-2081	1-954-470-0753	thinderhofer@rccl.com
Royal Caribbean International				
Individual Reservations	Mon-Sun 7am-2am (EST)	866-562-7625		
Group Reservations (8+ staterooms)	Mon-Fri 9am-7pm / Sat 9am-6pm (EST)	800-465-3595		
Customer Service	Call: Mon-Thu 24 hours Fri 12am-9pm Sat 9am-6pm Sun 9am-12am (EST) Text: 24 Hours / 7 days a week	800-256-6649		
Crown & Anchor Society	Mon-Fri 8am-11pm EST Sat-Sun 9am-8pm EST	800-526-9723		
Casino Royale Reservation Center	Mon-Fri 9am-7pm EST Sat-Sun 9am-6pm EST	888-561-2234		
Air2Sea arrangements	24/7	844-278-9745		
Celebrity Cruises				
Individual Reservations	Mon-Sun 7am-12am EST	1-888-751-7804		CelebrityEngagementCenter@celebrity.com
Group Reservations (8+ staterooms)	Mon-Sun 7am-12am EST	1-888-727-4907		
Guest Relations	Mon-Sun 8am-8pm EST	1-844-418-6824		
Website Assistance		1-800-722-5941		CelebrityEngagementCenter@celebrity.com
Guests with Disabilities / Special Needs		1-866-592-7225		special_needs@rccl.com
Captain's Club Assistance and Inquiries		1-844-418-6824 (USA) 1-316-554-5961 (Intl)		CelebrityEngagementCenter@celebrity.com
Air Arrangements		1-800-533-7803		air_sea_cci@celebritycruises.com
Lost and Found / Lost Luggage		1-844-418-6824		CelebrityEngagementCenter@celebrity.com
Emergency Travel				
Emergency Travel Team (ETT)	24-hour travel support for all brands – Day of Sailing Assistance	01932 834 223 (UK) 001 305 539 4107 (Intl) 800 256 6649 (USA)		emergencytravelteam@rccl.com

Chapter 2 - General Ground Handler Information

Royal Caribbean Group

Royal Caribbean Group is the owner and operator of three global cruise vacation brands: Royal Caribbean International, Celebrity Cruises, and Silversea Cruises. Royal Caribbean Group is also a 50% owner of a joint venture that operates TUI Cruises and Hapag-Lloyd Cruises. Together, our brands operate 64 ships and counting.

"Royal Caribbean Group is proud of our entrepreneurial spirit, the force that drives us to innovate. It's that state of mind that helps us see opportunity where others see only risk. It reminds us that 'good enough' is not remotely good enough. Instead, we greet every new idea with the words 'What if?' instead of 'It won't work'."

Royal Caribbean International

Royal Caribbean International is known for driving innovation at sea and has continuously redefined cruise vacationing since its launch in 1969. Each successive class of ships is an architectural marvel and pushes the envelope of what is possible on a cruise ship. Onboard, the global cruise line has debuted countless industry "firsts" – such as rock climbing, ice skating and surfing at sea – to capture the imagination of families and adventurous vacationers alike. Throughout, guests sail on exciting itineraries to some of the world's most popular destinations and enjoy Royal Caribbean's friendly and engaging service.

Vessel Class	Ship Name	Two Letter Code
Icon	Icon of the Seas	IC
Oasis	Oasis of the Seas	OA
Oasis	Allure of the Seas	AL
Oasis	Harmony of the Seas	HM
Oasis	Symphony of the Seas	SY
Oasis	Wonder of the Seas	WN
Oasis	<i>Utopia of the Seas</i>	<i>UT</i>
Quantum	Quantum of the Seas	QN
Quantum	Anthem of the Seas	AN
Quantum	Ovation of the Seas	OV
Quantum	Spectrum of the Seas	SC
Quantum	Odyssey of the Seas	OY
Freedom	Freedom of the Seas	FR
Freedom	Liberty of the Seas	LB
Freedom	Independence of the Seas	ID
Voyager	Voyager of the Seas	VY
Voyager	Explorer of the Seas	EX
Voyager	Adventure of the Seas	AD
Voyager	Navigator of the Seas	NV
Voyager	Mariner of the Seas	MA
Radiance	Radiance of the Seas	RD
Radiance	Brilliance of the Seas	BR
Radiance	Serenade of the Seas	SR

Radiance	Jewel of the Seas	JW
Vision	Grandeur of the Seas	GR
Vision	Rhapsody of the Seas	RH
Vision	Enchantment of the Seas	EN
Vision	Vision of the Seas	VI

Celebrity Cruises

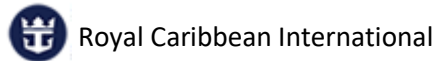
Celebrity Cruises exists because we believe in opening the world. We know that travel makes us better—every one of us. We are here to help vacationers understand the value of travel. Our cruises encourage people to sail beyond their own borders and expand their horizons. Our iconic “X” is the mark of modern luxury, the mark of contemporary spaces that are at once coolly sophisticated and warmly inviting. Where the culinary experience is influenced by global cuisines and designed by our Michelin-starred chef. Where our staff provides seamless and intuitive service that is both personal and unobtrusive. Where everything is designed to provide unparalleled luxury cruise vacations for travelers of every age. Our fourteen award-winning ships offer unique experiences in more than 300 destinations on all seven continents. We are Celebrity Cruises, and the world is open.

Vessel Class	Ship Name	Two Letter Code
Edge	Celebrity Edge	EG
Edge	Celebrity Apex	AX
Edge	Celebrity Beyond	BY
Edge	Celebrity Ascent	AT
Solstice	Celebrity Solstice	SL
Solstice	Celebrity Equinox	EQ
Solstice	Celebrity Eclipse	EC
Solstice	Celebrity Silhouette	SI
Solstice	Celebrity Reflection	RF
Millennium	Celebrity Millennium	ML
Millennium	Celebrity Infinity	IN
Millennium	Celebrity Summit	SM
Millennium	Celebrity Constellation	CS
Expedition	Celebrity Xpedition	XP
Expedition	Celebrity Xploration	XO
Expedition	Celebrity Flora	FL

Shipboard Positions

Positions listed below are accompanied by the appropriate Brand Logo to indicate which title/position is applicable to the Royal Caribbean or Celebrity Cruises brand. Titles may be different among the brands, but they may share the same role description. The shipboard positions detailed below do not include all shipboard positions but only the ones that have the most contact with GPS and Ground Handlers.

The shipboard positions detailed below do not include all shipboard positions but only the ones that have the most contact with Guest Port Services (GPS) and Ground Handlers.



★ If position below is a GPS primary key player, they will display the following symbol. These are the ground handler's main contacts during a turnaround.



Master

The ultimate authority onboard. Charged with ensuring the ship's procedures are conducted according to company policies and in compliance with all applicable laws and regulations.



Staff Captain

Serves as the Master's second in command. Responsible for the Deck, Security and Safety Departments. Oversees all aspects of deck, safety, and security issues as they pertain to shipboard operations including the medical team.



Chief Engineer

The Chief Engineer oversees the Engine Department. The Chief Engineer's primary responsibility is the operation and maintenance of the ship's machinery and associated systems, including the waste management systems, and the machinery in the ship's lifeboats.



Director



Responsible for all Hotel Operations onboard, includes but not limited to: Food & Beverage, Housekeeping, Guest Services, Finance, Marketing & Revenue, Facilities Management, Entertainment & Guest Activities, Human Resources, and Information Technology Operations. Ensures all hotel divisions perform in accordance with RCG Brand-Specific standards, policies, and regulations. The Hotel Director along with the Guest Services Manager/Guest Relations Director are the main point of contact for Guest Port Services and the Ground Handler.



Manager Hotel Operations

Assists the Hotel Director overseeing Hotel Operations onboard Oasis class and Quantum class ships. Directly responsible for shipboard processes which require a collaborative approach, such as turnaround operation, OPP, USPH, maintenance teams, Manager on Duty program.

X Human Resources Manager

Responsible for all crew-specific coordination and management. Includes: Training & Development, inbound & outbound transportation, document verification and contract presentation. Oversees Crew Admin to ensure crew visas, work permits, and travel documentation are in compliance with all ports within ship's published itinerary.

X Chief Security Officer ★

The Chief Security Officer is responsible for ensuring both the ship's access and guest security functions are successfully met. This includes gangway positioning. Security teams to ensure the Access Control Points (ACP) systems are in position prior to the start of both disembarkation and embarkation. Also, works closely with terminal security teams to uphold the safest.

X Environmental Officer

The Environmental Officer is responsible for ensuring the ship is following applicable laws & regulations and company policies in relation to waste-management and disposal.

X Information Technology Manager ★

Manages all IT Operations onboard the vessel, including workstation computers, POS (point-of-sale) computers, embarkation laptops/tablets, ACP kiosks, etc. Responsible for establishing the ship's network connection with the terminal infrastructure upon arrival and setting up all embarkation technology per the Guest Flow Plan. Manages a team of IT Officers who provide hands-on assistance throughout the embarkation process to handle any potential network, hardware or software issues that may occur.

X Marketing & Revenue Manager

Responsible for all onboard revenue and marketing applications, including Onboard Internet, Photographers, Shore Excursions, Casino, Shops Onboard and Spa & Fitness. Responsible for the setup of marketing and promotional stands in the terminal; including Photographers, Specialty Restaurants, Spa & Fitness, Internet, and Drinks Packages (when applicable).

X Food & Beverage Director

Manages all food and beverage outlets and services onboard as well as the overall food allotment budget for the vessel. Ensures that all refreshment setups and replenishment in the terminal are provided on time and in accordance with the GPS Operations Plan.

X Financial Controller

Responsible for all financial operations onboard, ensuring that all finances are in order and in compliance with RCG policy and applicable local regulations. Manages transactions between ship and shoreside entities and keeps detailed accounting to produce appropriate records as needed.



Guest Services Manager ★



Guest Relations Director ★

Manages all aspects of guest issues including Front Desk, Concierge/Loyalty Program, Groups, and Administration/Documentation, etc. Main point of contact supporting Guest Port Services on turnaround day. Partners with Pier Supervisor and key pier staff to ensure a smooth turnaround operation. Driving force onboard to ensure maximum compliance with all internal requirements and external authorities as it relates to guest immigration and clearance. Along with Hotel Director, is the key decision maker, determines whether a guest will be denied boarding.

Pier role and responsibilities:

- Meet with Pier Supervisor to discuss issues prior to start of departure and embarkation process.
- Inspect pier terminal areas in both debark and embark, ensuring the ground staff, regulatory agencies, and shoreside security teams are in position.
- Oversee and coordinate departure process with GPS/ground handler staff to ensure constant flow of guests – consistent with requirements of regulatory agencies.
- Acts as immigration authority on all questionable issues in conjunction with ship's agent.
- Coordinate with Pier Supervisor time that the ship will be ready for boarding.
- Reconcile end of day reports and collections with Pier Coordinators.



Guest Departure Officer ★



Guest Disembarkation Officer ★

Organizes the Debark Schedule (manifest/breakdown) and distributes to GPS and Ground Handler(s) ahead of each turn on the predetermined timeline. Responsible for coordinating all activities regarding Debarkation from delivery of departure questionnaires, gathering of information, data entry, reporting to the airlines and airline tag and boarding pass distribution.



Guest Administration Officer ★



Documentation Officer ★

Responsible for the preparation of guest manifest for government authorities in all ports. Directly responsible for submitting the Advance Passenger Information System (APIS), Notice of Arrival (NOA), and other clearance reports to government authorities and Port Agencies. Prepares Landed Goods Advice with appropriate disposition instruction following customs procedures.

Pier role and responsibilities:

- Liaison with CBP/regulatory agencies.
- Advise GPS/ground handler staff of any activity that may affect operation (i.e., full crew inspection, high volume of crew sign-off, etc.).
- Responsible for liaising with CBP on guests that have exceeded their purchase allowance and resolving any issues pertaining to non-US guests.
- Provide Pier Supervisor with the following items, radio/deck phone, refreshed & correlated SeaPass cards, Guest Pier letters, Pier Coordinator paperwork, manifests in alpha/stateroom order for Porters & Security – all as stipulated in the GPS Operational Plan.
- Determines whether a guest will be denied boarding due to improper documentation and escalate accordingly.
- Audit's immigration information entered computer system by ground handler staff that may not have been captured during the boarding process.



Royal Genie

The Royal Genie is responsible for providing tailored VIP experiences to the Star suite guest. Royal Genies are available on Oasis and Quantum Class ships. Royal Genie services extends to the terminal where they escort guest during embarkation and disembarkation (in select terminals).



Michaels Club Concierge

Responsible for providing excellent, highly personalized service to individual top suite guests from arrival to the pier to departure and everything between.



Executive Housekeeper



Chief Housekeeper

Oversees the luggage operation onboard the vessel. Works together with Stevedores to coordinate the transfer of luggage at the shell door(s) during Embarkation and Debarkation. Oversees the entire turnaround day process and monitors the progress of the Management teams, Stateroom Attendants, Support teams, Linen runners and laundry team to ensure stateroom areas will be ready by the pre-determined time. Also responsible for managing the Facilities Cleaning team (RCI) to clean all onboard areas.



Facilities Cleaning Specialist

Responsible for cage distribution onboard. Oversees the luggage operation on turnaround space. On turnaround day they assist in searching for luggage pieces for guest that are denied boarding.

Operational Plan [Debark + Embark]

The GPS Operations Plan is a comprehensive document detailing every aspect of a turnaround. Operations plans are created for every turnaround port by your respective Account Manager. Prior to the first turnaround day, the Operations Plan is shared with all respective teams involved on a turnaround day including the shipboard team and all shoreside vendors.

The Operational Plan includes the following information:

- Arrival/Port Information: terminal timelines, gangway information, clearance procedures
- Debark: Timeline, debark breakdown, transfer targeted times, luggage laydown
- Embarkation: IT Laptop and tablet setup, ACP/Gangway location, timeline
- Arrival Information: Guest arrival windows, flight information
- Airport information: airport parameters, transfer times
- Terminal diagrams

Prior to the turnaround a pre-season conference call is set up with all key player

Pier Setup Guidelines

Check-in

Frictionless check-in is how our terminals are designed today, to minimize the traditional counter experience and provide a seamless check-in experience for our guests. Agent App Check In (tablet) works in collaboration with Fidelio Check-In Wizard (counter experience).

Agent App Check-in tablet experience, is available for guests that have completed their online check-in experience, have their SetSail Pass/Xpress Pass, and do not need to make any changes to their account. Frictionless check-in removes most traditional queuing and eliminates wait times for embarking guests. Guests who have a counter experience via Fidelio will experience a slightly longer check-in experience.

Tablet and computer counts are based on guest capacity and there will be more information provided in your Operations Plan.

Queuing

The GPS Account Manager works closely with the Ground Handling Management team to develop a pier set up plan for the check-in area based on terminal space limitations. The responsibility for the Ground Handler through the operational day will include continuous monitoring and adjustment of check-in staff positioning to avoid line delays. With frictionless check-in, traditional queuing for priority groups have been eliminated apart from Star Class, Celebrity Suite Program, The Key, Premier Pass, etc.

Staff positioning to avoid prioritization line delays without negatively impacting the regular check-in line(s) is mandatory. If a priority line has no waiting guests, guests from other lines can be directed to stations/lines primarily reserved for priority check-in guests; however, if priority guests arrive during this adjustment process, emphasis must remain on the minimized waiting times for these priority guests.

Seapass Cards

Guest Seapass cards are delivered onboard the ship to the guests' stateroom. All guests require their mobile or printed SetSail Pass/Xpress Pass as this will be needed to board the ship.

Terminal Signage

Terminal signage will be shipped in advance of the first turnaround date. Signage will need to be utilized and optimally positioned for guest flow patterns. Specific signage will be discussed with your assigned Account Manager.

Guests with Special Needs

Royal Caribbean International and Celebrity Cruises' commitment is to make a reasonable effort to ensure guests with special needs have the same cruise experience as a guest without disabilities. Special services and accommodations will be offered from the point of reservation to the return of the guests to the airport depending on the guest's reservation. All employees in guests facing positions are responsible for ensuring we meet the spirit of this commitment. The Access department manages all special needs requests.

At the start of the season, GPS Account Manager, Ground Handler, and shipboard Hotel Director should identify an appropriate plan for wheelchair assistance. This includes staffing, number of wheelchairs, timings, locations, switch off locations and any other aspects. For each turn during the season, the Pier Supervisor will be responsible for communicating with the ship to decide if any adjustments are needed in the plan for a particular turnaround.

Pier – Wheelchair Assistance

Wheelchair assistance is provided at the pier for boarding and departure. The service is usually a combination of shipboard and shoreside staff and varies in each port. See [Staff Job Responsibilities](#), [Special Assist Staff](#) and [Special Guest Report](#) for more information. If guest requires a wheelchair throughout the cruise, the guests must bring their own wheelchair. In some ports (limited) we do offer wheelchair and scooter rentals for guests.

Transportation

Special Assist transfers can be arranged through the reservations department for air/sea or cruise only guests that purchase transfers and are unable to board a motor coach. Special transportation service for disabled guests may not be available in some foreign ports. GPS will send ground handlers a Special Assist Report to indicate whether the guest needs special transportation that accommodates wheelchairs.

Airport – Wheelchair Assistance

Arrangements need to be made by the travel agent or guest directly with their airline carrier.

Groups

Arrival

Group arrival arrangements can significantly impact pier arrival / drop off areas, terminal check-in and flow processes. Advance consideration and planning for group arrival, especially larger groups of 100 guests or more or specific international groups, is essential. The Ground Handler will work with the GPS Account Manager to research information about the groups in advance and proactively contact the leaders to suggest arrangements that will benefit them and the operation.

Information to research includes:

- Name of group
- Number of guests
- Air sea plans and arrival patterns
- Mode of transportation (chartered coaches, independent arrival, our transfers etc.) and name of company
- Expected arrival pattern and timing
- Any alterations for check-in / arrival area
- Hotel check-in requirements (if applicable)
- Hotel stays and pick up times
- Authorization for banners or signs in pier / terminal areas
- Any other miscellaneous information

NOTE: Direct requests to a Ground Handler from any party other than the GPS Account Manager should only be implemented after consultation / notification from the GPS Account Manager in charge of that port.

- As a general rule, designated check-in stations for use by group members only are not advised.
- If the group does not speak English at all, it is important to identify any staff you have that speaks the language and move them to positions where they can assist. All staff working that day should know who speaks the language of the arriving group. Also consider asking the Guest Relations Director or Guest Service Manager (ship) for assistance for crew/staff member who speaks the specific language.
- If a group is utilizing a chartered flight, or a large number of seats on a scheduled flight arrival, transportation between airport and pier should be staggered to avoid added pier congestion. If a large number of group members are arriving via chartered coaches from a city or from a hotel, the tour leader or Coach Company should be instructed to stagger pier arrival to avoid pier congestion. Suggest an arrival time and pattern for the pier, be proactive.
- Preplanning with port authority, traffic control authorities, security organizations, etc. should be accomplished regarding expected terminal arrival times of large segments of group guests, inclusive of mode of transportation being utilized.
- The GPS Account Manager may, at times, request that the Ground Handler directly contact local transportation organizations and/or tour operators utilized by the group in order to accomplish efficiency in arrival arrangement planning.
- The GPS Account Manager may, at times, request that the Ground Handler directly contact the appropriate authorities regarding allowance of special group banners / signs. Upon inquiry completion, advisement should be forwarded directly to the GPS Account Manager for final decision.
- Contact Group to ensure the group's OLCI and use of printed or mobile SetSail / Xpress Pass if applicable.

Departure

Special departure arrangements may be implemented for large groups, in attempts to avoid terminal flow control and/or facilitate ground transportation arrangements from the pier. All special arrangements are to be authorized by the GPS Account Manager and the ship. The ship ultimately arranges the departure and luggage tag assignments.

Upon advisement / instruction from the GPS Account Manager, the Ground Handler should coordinate the following:

- Direct communication with local transportation organizations and/or tour operators utilized by the group, in order to accomplish logistically efficient pier departure processes/parking plans for large group segments.
- If motor coach transportation is arranged for large segments of group members, advisement to the transportation provider regarding “spot” times for coaches and parking arrangements is essential and should be coordinated with expected guest departure times.
- Direct communication with the shipboard departure coordinator to arrange appropriate departure luggage tag assignment, thereby facilitating an efficient terminal flow, baggage claim, and pier departure process.

Transfers

Cruise Only guests sailing with either Royal Caribbean International or Celebrity Cruises are able to purchase a transfer aboard our coaches transporting guests between the airport, pier facilities (on the day of sailing only) and select hotels. Prices for transfers are set by Royal Caribbean International / Celebrity Cruises prior to season initiation and will be included in the Operational Plan for each port.

Transfer Types:

- Airport to Hotel
- Airport to Pier
- Hotel to Pier
- Pier to Hotel
- Pier to Airport
- Hotel to Airport

In addition to Air/Sea guests, the names of guests who have purchased transfers will be included on the arrival and departure manifests.

Guests arriving aboard domestic flights are met at the airline luggage claim area, while guests arriving aboard international flights are met outside of the customs processing area. Variance from this process will need to be confirmed with your GPS Account Manager prior to doing so.

Terms and Conditions

- Transfer purchase should be completed at least 2 weeks prior to sail date directly with Royal Caribbean International or Celebrity Cruises reservations but transfers close in the reservation system 5 days prior to sailing.
- On-site purchase of transfers between airport and pier facilities on day of sailing may be available dependent upon local and airport regulations.
- Prices are subject to change without notice.
- Guests are requested to provide flight information upon transfer booking.
- Transfers are not available between the airport and hotel for guests not participating in Royal Caribbean International's or Celebrity Cruises' pre cruise hotel package program, or if they have customized their air arrangements.
- Transfers will be provided for all pre cruise hotel package guests (both Air/Sea and Cruise Only) from hotel to pier on the day of sailing.
- Transfers from the pier to the post cruise package hotel properties will be provided for all guests (Air/Sea or Cruise Only) who have purchased Royal Caribbean International's or Celebrity Cruises' post cruise package program.
- Departure transfers can also be purchased onboard throughout the cruise at the Guest Services/Guest Relations Desk. Guest Departure Officer will submit any additional transfers Sold Onboard the day prior to debark.

Air Programs

Each of our brands offer options for guests to purchase air travel in conjunction with their cruise. Each of the brands have different options and benefits.

Royal Caribbean International – Air2Sea is the name of Royal Caribbean's air program, replacing ChoiceAir. It provides our guests with the option to purchase air accommodations via our interactive website. Our website offers an easy, seamless & worry-free way to purchase flights in conjunction with your cruise reservation. With Air2Sea our guests select the airline, schedule and price that works best for them.

Air program webpage on Royal Caribbean website: www.royalcaribbean.com/air2sea

Trade Air2Sea: <http://loyaltoyoualways.com/air2sea/>

Phone: (844) 278-9745

Email: Air2Sea@rccl.com

Hours of Operation: 24 hours a day, 7 days a week

Celebrity Cruises – Flights by Celebrity is the name of the Celebrity Cruises program, replacing ChoiceAir. With Flights by Celebrity, guests get exactly what they want in air travel – the best rates, the flexibility to personalize flight plans, and the security of knowing there is a dedicated staff of Flights by Celebrity specialists available 24/7.

Phone: (800) 533-7803

Website: www.flightsbycelebrity.com

Hours of Operation: 24 hours a day, 7 days a week

Loyalty Programs

Please refer to the Operational Plan for the port and your GPS Account Manager for more details about how these guests are handled during the turnaround operation.

Royal Caribbean International – Crown & Anchor Society

The Crown & Anchor Society is our way of recognizing and rewarding our most loyal guests. Guests earn cruise points for every night they sail with us. Since 1997 this program has been recognizing our guests and offering enhanced benefits and rewards. Crown & Anchor Society is a continuously evolving program that is constantly being evaluated by its members. For the most up to date benefits and information please visit: <https://www.royalcaribbean.com/crown-anchor-society>



Celebrity Cruises – Captain’s Club

Cruising with Celebrity really does have it benefits. The more you sail with us the greater the rewards. Captains Club members earn points on every sailing and enjoy discounts, offers, and perks that all add up to an even more incredible cruise vacation experience. For the most to date benefits and information, please visit www.celebritycruises.com/captains-club



Children’s / Youth Programs

Royal Caribbean International – Adventure Ocean Youth Program

<https://www.royalcaribbean.com/cruise-activities/amplified-adventure-ocean>

Celebrity Cruises – Youth Activities/Family Activities

<https://www.celebritycruises.com/things-to-do-onboard/camp-at-sea>

Training Overview

The Guest Port Services team has dedicated trainers to support GPS-related training and operations. Our training program offers various training support options for Ground Handlers and service providers alike by developing and presenting operational and customer service training. We also document GPS policies and create supporting manuals. It is our philosophy that training is an integral part of the success of operations in a turnaround port.

Once training is requested, the GPS Account Manager will collaborate with the training team on what is the best training approach for the designated port. If possible, it is recommended that first turns are supported by the training team.

The following are the various types of training support available to our Ground Handlers:

Training Certification Conference

Generally, GPS organizes an annual Conference. We encourage our Ground Handlers to send dedicated trainers, Pier Coordinators and Pier Supervisors are welcomed. Training material is covered in depth.

GPS University

GPS University is a learning management system that is available to all Ground Handlers. Courses are designed specifically for our Ground Handlers, and cover an array of topics including brand standards, check-in systems, policies, immigration, and much more. In preparation before a ship's arrival, the training team will assign login credentials to the Ground Handler's staff. There will be specific courses assigned to roles.

Following courses are available:

1. Royal Caribbean Group
2. Roles and Responsibilities
3. Agent App
4. Fidelio Check-In System
5. Immigration Travel Documents
6. Coordinator-Supervisor Corner

GPSU reports are shared with the Ground Handler to ensure agents complete the required courses assigned.

On-Site Training

Upon request, the GPS training will conduct training presentations 1-3 days prior to a turnaround. Depending on check-in agent count multiple sessions may be required. Advance coordination is a must.

On site training sessions are 4 hours and cover the following material: Fidelio Check-in Wizard, Agent App Check-in, Brand Information, and much more. We have a maximum of 15 check-in agents per session and. Location must have a projector/tv media and must be performed in a quiet, classroom setting.

Virtual Training

Virtual training sessions must be coordinated in advance. Ideally participants should be in the same location. Training sessions run from 90 minutes to two hours. WebEx and Microsoft Teams are resources used to schedule interactive video and audio meetings.

Chapter 3 - Operational & Brand Expectations

GPS Quality Standards

When you are in contact with a guest, whether on or off duty, this policy applies. The image of professionalism and success is often linked to grooming and clothing. We reinforce that notion to our guests and business associates by dressing and grooming appropriately. As a representative of the company, it is important that your attire reflects the company's commitment to professionalism.

Employees in uniform are always the center of attraction and are recognized whether on duty or not. In your uniform, you represent Royal Caribbean International or Celebrity Cruises in the eyes of the guests, always. Therefore, our policies always apply in public areas, on duty or off duty. You are a part of the cruise line, so please maintain your public image of uniform standards, smiles, eye contact, friendliness, and professional demeanor always.

Guest Interactions

- Always acknowledge guests
- Use the guest's name when possible
- Make eye contact and smile within 10 feet/3 meters of a guest
- Greet guest within 4 feet/1.5 meters of a guest
- Staff members should be knowledgeable of terminal area (restroom locations, First Aid/ AED equipment, vending machines, pier coordinator desk, gangway, restricted areas, etc.)
- English should always be spoken in guest areas (unless guest is non-English speaking)
- Use appropriate greeting such as "Welcome to XXXX" or "Good Morning"

Body Language

- Display positive body language--no crossed arms, hands in pocket, leaning or slouching, etc.
- No staff should gather in groups when guests are present
- Staff should always interact with guests and provide next steps
- Direct guests with the whole hand or personally escort the guest to their next stop

Appearance

Uniform Attire (Most Port Locations)

- Uniform should be clean, pressed, in good repair and well fitted
- Full uniform should be worn until the end of the shift
- If provided, company tie or scarf should be worn
 - Shirt/Blouse
 - White dress shirt/blouse or Polo shirts
 - Pants/Skirts
 - Black or Navy Dress Pants
 - Skirts must be black/navy (straight or A-line, maximum length 2 inches above or below knee, stockings must be worn with skirts)
 - Females also include:
 - Company provided scarf
 - Black nylons. If not available flesh tone is acceptable. Nylons must cover entire leg, ankle and foot.

- Males also include:
 - Company provided tie
 - Black or navy-blue socks
- Footwear
 - Black oxford or black formal style closed toe shoes should be worn, one color sneakers without large branding are approved
- Outerwear
 - Jackets, sweaters, or cardigans are allowed as long as they match the company uniform. No branded outerwear.
- Name Tag & ID
 - Name tags should list first name, title, and a maximum of three proficient languages other than English (if applicable) in capital letters.
 - Name tag should be worn on the outermost garment
 - Name tag should be worn on the left side of the shirt above the heart
 - Port or Government-required IDs (when required) should be worn on outermost garment and should be visible above the waist and worn on a lanyard or clip
 - On jackets or blazers, the name tag is worn on the left side, above the heart, not on the pocket or lapel.
 - Line One NAME - List first name
 - Line Two TITLE - Choices are limited to the following: Supervisor, Pier Coordinator, Team Leader, Zone Leader, Agent
 - Line Three LANGUAGES - List languages other than English. Separate each language by a comma and use smaller print.

General Appearance

- Hair accessories should be minimal and professional.
- Hair should be neatly styled and not cover the face
- Sideburns, mustaches and beards should be neat and trimmed
- Makeup should be light and business appropriate
- Nails should be clean and well maintained and not interfere with job duties
- Teeth present a clean, natural appearance. Dental retainers are gum toned or clear. Braces are clear or silver. Gold-toned caps on individual teeth are acceptable.

Jewelry

- Jewelry must be small, kept to a minimum and of a standard that is compatible with the uniform
- Single earrings in each ear, no larger than a quarter (1 inch or 2.4 cm) is recommended
- Facial or tongue piercing stud/rings are not permitted
- Modest necklaces, bracelets and watches are allowed, limited to one of each
- No more than 2 finger rings per hand is preferred
- Gauged earlobes are permitted with modest jewelry, Flesh colored plugs are preferred

Tattoos

- Visible tattoos are permitted so long as they are not considered offensive. Tattoos that are deemed offensive should be covered.

Prohibited Items

- Hats/Caps (In cold/sunny weather locations, it is at management discretion for outside staff)
- Sunglasses (Sunglasses impede interpersonal guest communication. If unusual conditions warrant, and management approves, sunglasses should be conservative and not mirrored. Sunglasses should be removed if interacting with a guest for more than 30 seconds.)
- Cell Phones (Cell phones should be always out of sight)
- Chewing Gum and smokeless tobacco products
- Ear buds/ headphones
- Smoking / Vape (Do not smoke or vape in view of the guests, on duty or off duty)
- Drinks/ Food (Drinks and food should not be visible to guests)

Terminal Environment

Facilities

- Floor should be clean and clear of trash
- Restrooms should be clean and in good condition, and well stocked
- Escalators and elevators should be in good working condition
- Stanchions should be neat and organized and all the same color (No Red)
- Gangway access and approach should be safe, clear and easy to navigate for guests
- Lighting levels should be appropriate for the terminal
- If applicable, music levels and choice should be approved, licensed and appropriate

Terminal Safety & Security

- Safe traffic control should always be practiced inside and outside
- No obvious tripping hazards should be visible
- Ensure there is always adequate queueing space setup for expected guest volume
- Ensure the pre-determined allotted scanning machines are operational and staffed accordingly
- Ensure secondary screening area is set up for expected guest volume
- When applicable, tables should be set up for liquor collection

Signage & Communication

Signage displayed throughout the terminal should pertain to the correct brand and ship for that day's operation. If applicable, digital signage should display approved content. Terminal signage should be safe for display, in good condition and free of tripping hazards.

Royal Caribbean International Brand Signage

- Suites/Star Class and Pinnacle signage (digital/physical) should be prominent
- The Key program signage (when applicable) should be prominent and well placed within the terminal

Celebrity Cruises Brand Signage

- Retreat and Zenith signage (digital/physical) should be prominent

Terminal Setup

Curbside (Arrival & Departure) Setup

- Outside walkways should be easy to navigate
- Each area should be clearly marked and easy to find--rideshare, taxis, private cars, and buses
- Solicitors should be grouped together (and when needed, stanchioned off)

Check-In Setup

- Organize check-in lines for counter/mobile experience/Expedited Arrival
- Clear areas for special designated lanes such as special needs access lanes
- Check-in queues clearly marked and visible path to the check-in location
- Ensure all computer equipment is set up according to operations plan (tablets, computers, printers, etc.)
- Entrance length of stanchions adjusted to fit crowd size
- Directional signage is visible and in good condition
- Contingency plan checklist should be easily accessible

Departure Setup

- Pathway from gangway to luggage laydown area should be easy to navigate
- Luggage claim area should be set in sequence and easy to navigate
- Departure signs should be visible and clear
- Lost luggage area should be clearly marked, well supplied with appropriate forms and staff

Hotel Operations Setup

- A well-organized plan for guest movement, gathering and transfer vehicle loading should be in place
- Branded hotel letters and luggage tags available

Airport Operations Setup

- A well-organized plan for guest movement, gathering, and transfer vehicle loading should be in place
- Transfer vehicle staging area should be set up in the most efficient manner within airport-specific guidelines
- If applicable, stanchions and/or signs should be in good condition and set up appropriately in good line of sight for arriving guests
- Signage (when available) should be prominent and well placed within the airport

Transfer Vehicles

- Guests should only be waiting for transfer vehicles within guidelines
- Transfer vehicle microphone and audio system should be in good working condition
- Meet and greet representatives should load guests in transfer vehicles in a timely manner
- Acceptable amount of transfer vehicles should be available based on guest volume
- Exterior of the transfer vehicle should be in good condition

- Transfer vehicle interior should be clean, smell fresh and be ready to accept guests
- If a lavatory is onboard the transfer vehicle, it should be clean, fresh smelling and stocked with toilet tissue
- Transfer vehicle upholstery should be in good condition with no tears, wear marks, etc.
- Transfer vehicle driver should wear an acceptable professional uniform
- Transfer vehicle driver should understand and communicate in English
- Meet and greet representatives should deliver acceptable “prior to arrival at the pier” speech
- Transfer vehicle should have approved signage for the specific cruise brand
- Driver should never solicit for tips nor display signage
- Transfer vehicle driver should assist with and load guest luggage
- All luggage must be loaded in luggage bays. No luggage should be loaded in the coach aisles.
- Coaches should be equipped with Public Vomit Incident (PVI) kits and log

Royal Caribbean International – The Royal Way



FRIENDLY | WHO I AM

Welcoming | Always offer a friendly greeting and a sincere smile.

- I am ready with a warm and friendly welcome and a positive attitude.
- I am always aware of the guests around me. I acknowledge them by making eye contact, a nod or a greeting.

Warm | Personalize your interaction with guests.

- I personalize conversations by using the guest's name whenever possible (especially when presented with their SeaPass card). I use the name the guest prefers.
- I respond to the guest by using the official onboard language, English or the guest's preferred language. If I do not speak that guest's language I find a shipboard employee who can.

Engaging | Be genuine, caring and listen carefully.

- I listen to the guest with interest, make sure I understand, and repeat back to them if necessary.
- I display open and friendly body language to show the guest I am helpful.
- I take the time to meet the guests and I concentrate on them, not my own priorities.
- I display genuine interest in getting to know the guests and how I can best meet their expectations.

Respectful | Be aware of our guests' presence.

- I always let the guest finish speaking without interrupting.
- I am discreet and use appropriate tone, volume and words. I don't argue in front of, or with, guests.
- I speak English when communicating with other shipboard employees in guest areas.
- I treat people the way I would like to be treated. I always respect others personal and cultural differences.
- If permitted to use guest areas, I am always mindful that the guests come first.

Helpful | Be a team player.

- I treat people the way I would like to be treated. I always respect others' personal and cultural differences.
- I work together with my shipboard and shoreside family to deliver the ROYAL Way experience to every guest.

- I display friendly camaraderie with my fellow shipboard employees.

PASSIONATE | HOW I LIVE

Enthusiasm | Be a brand champion. Be proud of being part of the Royal Caribbean family and of what you do.

- I show genuine pride in all interactions with guests and fellow shipboard employees and convey pride, energy and passion.
- I familiarize myself with the onboard product, itinerary, ship's layout and carry a daily cruise compass so that I can assist every guest.
- I am positive in my communication with guests and never share negative opinions or views about the company other than with my manager with improvement suggestions.

Surprise | Allow your positive personality to shine through and create memorable experiences.

- I seek unique ways to connect with each guest.
- I work with my supervisor to include my talents into my daily role/tasks.

Delight | Create memorable experiences: people always remember how you make them feel.

- I strive to get it right the first time.
- I amaze, surprise and delight. I always look for ways to enhance the guest's adventure, by doing unexpected things that make the guest experience more memorable.
- I remember that this is a special time for the guest and that personal touches can be more valuable than what they paid.
- I recognize and appreciate guests that are Loyal to Royal (Crown & Anchor Society).

COMMITTED | WHAT I DO

Achieve | Be dedicated to achieving goals and continuous improvement.

- I own my employment development and goals. I have regular discussions with my supervisor about my performance.
- I am knowledgeable about my division and the ship's key performance indicators (KPI's). I work with my team to achieve them.

Excel | Exceed expectations: go above and beyond to deliver every experience in The ROYAL Way.

- I regularly share stories that highlight the ROYAL Way values.
- I support my teammates and encourage them to live the ROYAL Way.

Own | Follow-up and resolve every issue.

- I make sure guests are always fully satisfied and exceed their expectations in a timely manner.
- I ask for help from my supervisor or the Rapid Resolution Team on board if I cannot provide solutions for a guest's issue.
- I work with the guest to make sure their issue is resolved and to turn every issue into a hero story for Royal Caribbean.

Anticipate | Be proactive. Create positive interactions.

- I display a positive "can do!" attitude and always try to seek alternatives (if needed) for guest requests.
- I anticipate guests' needs and approach guests that appear uncertain or in need.
- I am proactive in planning for any possible disruptions that can affect the guest experience and communicate with the relative departments accordingly.

Responsible | Be committed to understanding your role and responsibilities. Do your job to the best of your ability.

- I complete my daily tasks following the standard operating procedures, job description and defined standards.
- I pay attention to details.
- I allow my performance to shine and never solicit gratuities, comments, or ratings from guests.
- I am committed to ensuring the cleanliness of the ship. I take action to resolve minor issues and spills, pick up loose trash, cups, and plates and report more significant issues.

Celebrity Cruises – The World, at Your Service

We are The World, At Your Service. We deliver a Personalized, Knowledgeable & Genuine experience to our guests.

We Personalize our service to the needs of each and every guest. We know what they want even before they do.



- We use guest's names to make our guests feel special.
- We introduce ourselves to help our guests feel comfortable with us.
- We deliver a World Class Experience by remembering guest preferences.
- We get the small details right because it is important to our guests.
- We connect with our guests by having short conversations with them.
- We anticipate what they want or need and provide it before they ask.

We are Knowledgeable. We are experts at what we do, and our knowledge goes beyond our specific role or department.

- We know what guests like and what their preferences are.
 - We ask questions and remember preferences. The more we know about what our guests want, the better we can deliver an amazing vacation experience.
- We know about our job and department.
 - We know the processes and procedures, we know how to handle common issues, and we know how we can delight guests through our normal duties.
- We know information beyond our own job and department.
 - We know about the voyage (arrival & departure times, where the gangway is located, etc.).
 - We know about the guest activities onboard (where they are & what time they start).
 - We know about the different venues (where they are and what is available there).
 - We know about the ports we visit (what guests can see & do, excursions that are available).
 - We know we can call 3333 if a guest has a question or issue that we don't know how to handle.

We are Genuine. We bring the very best of ourselves in everything we do. We value real smiles, real interactions, and real conversations.

- We are 100% present with a guest.
 - We give them our full attention; we show interest in them & we make everything about them.
- We deliver a Genuine experience by following the 5 E's.
 - Eye Contact: When you are in guest areas, look at guests' faces to establish eye contact.
 - Enthusiastic Greeting: Greeting guests with enthusiasm makes them feel happy and upbeat!

GUEST PORT SERVICES

- Ear to Ear Smile: Always have a welcoming smile, even if you think nobody is looking at you.
- Engage: Engage with guests beyond 'hello'. Ask questions and chat with them for a minute.
- Educate: Educate yourself about the ship and what we have to offer our guests. Then educate our guests about things that will make their vacation amazing!

Always and Nevers

- Always make eye contact, smile & greet. Never avoid eye contact, frown, or ignore.
- Always provide alternatives & answers. Never say 'NO' or 'I DON'T KNOW'.
- Always say 'Let me see how I can help'. Never say 'That's not the policy'.
- Always remember that you are on stage. Never show frustration.
- Always say 'My pleasure', 'You're welcome' or 'Absolutely'. Never say 'No problem'.
- Always show them where something is. Never point.
- Always pass on guest information. Never cold transfer guests.
- Always listen, take ownership & solve. Never be inattentive or make excuses.
- Always empathize and find solutions. Never blame a guest or a colleague.
- Always keep conversations positive & professional. Never overshare.

Our Personalized, Knowledgeable & Genuine service is part of what makes Celebrity Cruises so special to our guests. Every crew member plays a part in delivering an amazing guest experience.




- Engage with guests - talk with them - make them laugh - connect with them.
- Know what we have to offer - share your knowledge with guests.
- Show them you care - that you are happy they are sailing with us.
- Be the best experience the guest has had all day.

Chapter 4 - Forms & Supplies

Personal Property Report [Debark]

Personal Property Reports (PPR) should be completed for all lost, damaged, or unclaimed property. Guests must also be informed to complete their lost report in Chargerback.com

- Provided by ship, sample below:

  	Personal Property Report									
FORM MUST BE COMPLETED BY THE GUEST. PLEASE READ THE ENTIRE FORM CAREFULLY										
<div style="border: 1px solid black; padding: 2px; font-size: small;"> IMPORTANT NOTICE: This report ONLY provides notification of your loss/damage as documentation for your travel or homeowners insurance carrier. With respect to possible cruise line liability, please refer to your ticket contract and SPECIFIC EXCLUSIONS. </div>										
BRAND (select one) : <input type="checkbox"/> Royal Caribbean International <input type="checkbox"/> Celebrity Cruises Inc. <input type="checkbox"/> Azamara Club Cruises										
PROPERTY (select one) : <input type="checkbox"/> Luggage <input type="checkbox"/> Lost, <input type="checkbox"/> Damaged or <input type="checkbox"/> Unclaimed Other: <input type="checkbox"/> Loss or <input type="checkbox"/> Damage										
CRUISE / TOUR INFORMATION										
Ship:	Boarding Date:	Booking No.:								
Stateroom or Tour No.:	Your Departure Date (if applicable):	Date of Report:								
PERSONAL INFORMATION										
Guest Name:	Daytime Telephone No.:	Evening Telephone No.:								
Home Address:										
City:	State/Province:	Postal Code: Country:								
INCIDENT INFORMATION										
Date of Incident (loss or damage):	Time of Incident:	Incident Location:								
Detailed description of Lost/Damaged Property (including brand name, size and color of luggage and estimated original purchase price).										
How did the Loss/Damage occur?										
If Damaged Property, please describe the damage:										
Please do not dispose of Damaged Property until your claim is finalized. We reserve the right to inspect/re-inspect all damaged items. Proof of value is required to process any claim. Please take Damaged Luggage to a luggage (or shoe) repair shop. If the cost to repair is \$50 or less, have the luggage repaired and send the bill to us at the address indicated below. If more than \$50 to repair, please send a written estimate.										
SIGNATURE (Signatures of Guest and a representative of Royal Caribbean Cruises Ltd. are required)										
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Guest's Signature</td> <td style="width: 10%;">Date</td> <td style="width: 20%;">Customs Inspector's Signature</td> <td style="width: 20%;"></td> </tr> <tr> <td>Cruise/Tour Representative's Signature</td> <td>Date</td> <td>Representative's Printed Name</td> <td>Telephone No.</td> </tr> </table>			Guest's Signature	Date	Customs Inspector's Signature		Cruise/Tour Representative's Signature	Date	Representative's Printed Name	Telephone No.
Guest's Signature	Date	Customs Inspector's Signature								
Cruise/Tour Representative's Signature	Date	Representative's Printed Name	Telephone No.							
FOR OFFICE USE ONLY Please provide REPAIR DETAILS if item was repaired on board vessel or during tour:										
ROYAL CARIBBEAN CRUISES LTD., 1050 CARIBBEAN WAY, MIAMI, FL 33132, ATTN: RISK MANAGEMENT DEPT. TELEPHONE: 1.800.256.6649 UK GUESTS: BUILDING THREE, THE HEATHS, BROOKLANDS, WYBRIDGE, SURREY, KT13 0NY CELEBRITY: 01932.834.127 ROYAL: 01932.834.119 AZAMARA: 01932.834.139 Distribution: WHITE - Customer Service YELLOW - Guest Copy PINK - Ship or Tour Company 9/19 89PRD19387										

Note: See Lost Luggage for more information.

Departure Luggage Tag [Debark]

Luggage tags are assigned to guest staterooms depending on their geographical location on the ship. They are split according to FWD, MID and AFT of the ship. The luggage tags are neon green and have an adhesive/peel way backing.

- Provided by ship, Sample below:



Arrival Luggage Tag [Embark]

Guests are provided luggage tags via their eDocs therefore able to print and attach to their luggage. If luggage tags are given at the pier, they will have an adhesive/peel way backing. Each ship's luggage tags have a distinct color. The luggage tags call out the guest stateroom location along with stateroom number and guest name.

- Provided by ship; Sample below:



Passport Receipt [Embark]

These receipts are samples only, and the format may vary by; ship, brand, and/or itinerary needs.

- Provided by ship; Sample below:

 PASSPORT RECEIPT Guest Copy		
Guest Name: _____		
Stateroom: _____		
Agent: _____		
----- Tear at perforation		
PASSPORT RECEIPT Purser's Copy		
Guest Name: _____		
Stateroom: _____		
Alien Registration Card Holders		
	Yes	No
Does guest have an ARC Card - If yes, confirm collection with Purser	<input type="checkbox"/>	<input type="checkbox"/>
Passport Holders		
Is Passport valid through end of voyage? - If no, confirm procedure with Purser	<input type="checkbox"/>	<input type="checkbox"/>
Is Guest traveling on Visa Waiver?	<input type="checkbox"/>	<input type="checkbox"/>
Is Guest traveling on a Visa?	<input type="checkbox"/>	<input type="checkbox"/>
Is visa valid? - If no, Confirm with Purser	<input type="checkbox"/>	<input type="checkbox"/>
Does status / date of I-95 match visa? - If no, confirm with Purser	<input type="checkbox"/>	<input type="checkbox"/>
Purser's Office will hold Passport / ARC card to clear guests through appropriate Immigration process(es)		
Agent: _____		
		

Pier Receipt [Embark]

Pier Receipts are used by the Pier Coordinator to document any guest balance due at the pier.

- Provided by ship; Sample below:

PIER RECEIPT

Ship: _____ Sail Date: _____

Boarding Port: _____

Booking #: _____

Stateroom #: _____

Guest Name(s): _____

Reason: Balance Due Upgrade Add-on Walk-up
 Other (see comments)

Comments: _____

Amount: \$ _____

Payment Type: AX DC DI MC VI _____
Last 4 Digit of Credit Card

*CASH or Traveler's Checks Folio #: _____
*Charges will be applied to the paper's onboard account - must be paid directly to the Guest Relations Desk onboard.

By signing below, the guest hereby authorizes us to charge the credit card account indicated above or the guest will settle charges in cash/traveler's check, and regardless of the method payment, to be personally liable for such charges.

Guest's Signature: _____
Cardholder or guest signature responsible for the charges

Pier Coordinator: _____
Print Name and Signature

Date: _____

Guest Copy - White
Ship Copy - Yellow
Pier Copy - Pink

Bus Log [Debark + Embark]

Bus log utilized to document all arrival and departure transfers.

- Provided by Ground Handler; Sample below:

Date: _____		Ship(s): _____			Location: _____			
	Coach Company	Coach #	From	To	Departure Time	Arrival Time	Guest Count	Comments
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
Guest Total: _____								

Transfer Receipts [Debark + Embark]

These transfer receipts are used by the airport (and select pier teams) to sell transfers to and from the pier. A supply of the vouchers will be mailed to the Ground Handler at the start of the season by the GPS Account Manager.

- Provided by Account Manager; Sample below:

Arrival Transfer 304785

SHIP: _____ SAIL DATE: _____ BOOKING ID: _____



NAME: _____ AMOUNT: _____

SIGNATURE: _____

THIS VOUCHER ENTITLES THE ABOVE PERSON TO ONE-WAY GROUND TRANSPORTATION BETWEEN:

AIRPORT & PIER HOTEL & PIER, ON SAIL DATE

All flight changes must be communicated to the cruise line at least two weeks prior to sail date. The cruise line will not be responsible to transfer passengers that have changed flight itineraries without at least two weeks notification. This voucher is non-refundable.

Contingency Forms

The following contingency forms should be readily available in your port. Seek your Account Manager for more information on SOP Contingency Plan – Technology Challenges. The contingency should be printed at the beginning of the season.

Debark Form A

<p>TERMINAL ACP# _____ Time _____</p> <p>Name: _____ Full Name</p> <p>Cabin Number: _____</p> <p>Debark Date: _____ mm/dd/yyyy</p>	<p>TERMINAL ACP# _____ Time _____</p> <p>Name: _____ Full Name</p> <p>Cabin Number: _____</p> <p>Debark Date: _____ mm/dd/yyyy</p>
<p>TERMINAL ACP# _____ Time _____</p> <p>Name: _____ Full Name</p> <p>Cabin Number: _____</p> <p>Debark Date: _____ mm/dd/yyyy</p>	<p>TERMINAL ACP# _____ Time _____</p> <p>Name: _____ Full Name</p> <p>Cabin Number: _____</p> <p>Debark Date: _____ mm/dd/yyyy</p>

Boarding Pass Form B

 Boarding Pass (One Per Person & Print Please)	 Boarding Pass (One Per Person & Print Please)
Ship: _____	Ship: _____
Sail Date: _____	Sail Date: _____
Stateroom: _____	Stateroom: _____
Name	Name
Last: _____	Last: _____
First: _____	First: _____
<small>(Form B)</small>	<small>(Form B)</small>

 Boarding Pass (One Per Person & Print Please)	 Boarding Pass (One Per Person & Print Please)
Ship: _____	Ship: _____
Sail Date: _____	Sail Date: _____
Stateroom: _____	Stateroom: _____
Name	Name
Last: _____	Last: _____
First: _____	First: _____
<small>(Form B)</small>	<small>(Form B)</small>

Manual Boarding Pass White – Form C

MANUAL BOARDING PASS WHITE – Form C

 Passport Collected <input type="checkbox"/> <small>Official Use Only</small>	 Passport Collected <input type="checkbox"/> <small>Official Use Only</small>
SHIP NAME: _____	SHIP NAME: _____
DATE: _____	STATEROOM: _____
Manual Boarding Pass	Manual Boarding Pass
Guest Information Last Name: _____ First Name: _____ Stateroom: _____	Guest Information Last Name: _____ First Name: _____ Gender (M/F): _____ D.O.B (DD/MM/YYYY) : _____
We are pleased to welcome you onboard. Show this Manual Boarding Pass to the Shipboard Security Officer when boarding the ship.	
	Birth Certificate State: _____ Government ID State/Country: _____ Nationality: _____ Passport/ ID #: _____ Passport/ ID Exp Date: _____ <small>For Official Use Only</small>
<small>Form C</small>	<small>This portion is retained by shipboard Security Officer upon boarding.</small>

Manual Boarding Pass Yellow – Form C

<div style="display: flex; justify-content: space-between;"> <div style="text-align: center;">  </div> <div style="border: 1px solid black; padding: 2px;"> Passport Collected <input type="checkbox"/> <i>Official Use Only</i> </div> </div> <p>SHIP NAME: _____</p> <p>DATE: _____</p> <p>Manual Boarding Pass</p> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><u>Guest Information</u></p> <p>Last Name: _____</p> <p>First Name: _____</p> <p>Stateroom: _____</p> </div> <p style="font-size: small;">We are pleased to welcome you onboard. Show this Manual Boarding Pass to the Shipboard Security Officer when boarding the ship.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <p style="text-align: center; font-size: x-small;"><i>Official Use Only</i></p> <p style="text-align: center;">Muster Station</p> </div> <p style="font-size: x-small;">Form C</p>	<div style="display: flex; justify-content: space-between;"> <div style="text-align: center;">  </div> <div style="border: 1px solid black; padding: 2px;"> Passport Collected <input type="checkbox"/> <i>Official Use Only</i> </div> </div> <p>SHIP NAME: _____</p> <p>STATEROOM: _____</p> <p>Manual Boarding Pass</p> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><u>Guest Information</u></p> <p>Last Name: _____</p> <p>First Name: _____</p> <p>Gender (M/F): _____</p> <p>D.O.B (DD/MM/YYYY) : _____</p> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Birth Certificate State: _____</p> <p>Government ID State/Country: _____</p> <p>Nationality: _____</p> <p>Passport/ ID #: _____</p> <p>Passport/ ID Exp Date: _____</p> <p style="text-align: center; font-size: x-small;"><i>For Official Use Only</i></p> </div> <p style="font-size: x-small; text-align: center;">This portion is retained by shipboard Security Officer upon boarding.</p>
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Chapter 5 - Reports and Lists

Planning is the key to a successful turnaround day operation. A variety of reports are sent to the ground handling teams so they can prepare for a successful day.

Reports provide detailed guest manifests and information in various formats (PDF, MS Excel) to support the turnaround day operations. Here is the list of the reports:

Metrics and Rating Goals

Metrics provide insights to the guest experience and the staff performance throughout the turnaround day. They are a valuable management tool which Ground Handlers are expected to use.

Ratings are collected from guests completing surveys and Ground Handlers are expected to accurately forecast ratings based on events that occur during the turnaround day, and they are expected to achieve the rating targets. The guest can rate each service with a score from 0-10.

The survey categories per brand that we focus on are as follows:

Royal Caribbean International

- Pier Check In > specific to GPS
- Overall Vacation Experience > general to entire cruise
- Leaving Ship Terminal > specific to GPS

Celebrity Cruises

- Pier Check In > specific to GPS
- Leaving Ship Terminal > specific to GPS
- Overall Vacation Experience > general to entire cruise

GPS will communicate directly with each Ground Handler regarding target per turnaround port. However, the management goal is to achieve as many scores of 10 as possible.

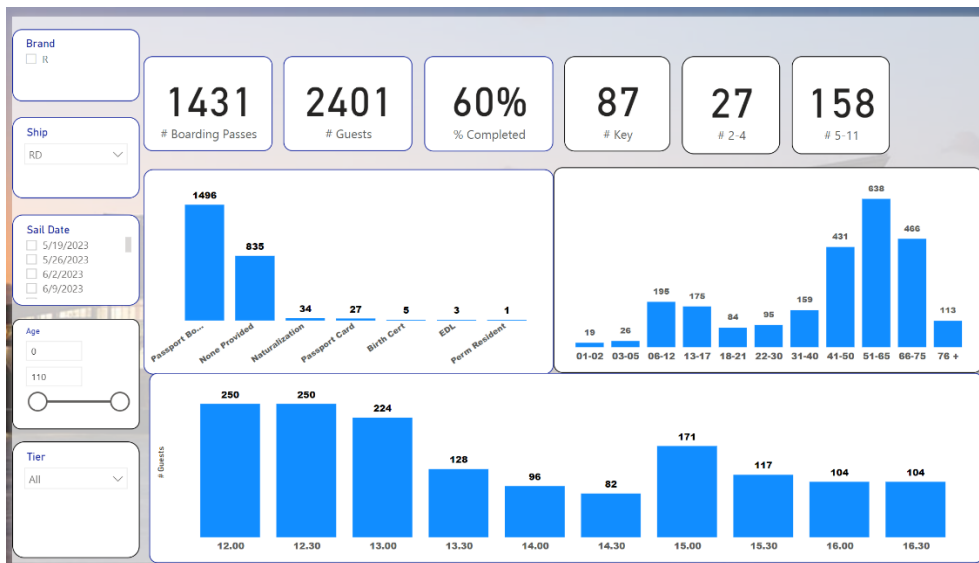
Scoring: Both Royal Caribbean and Celebrity utilize a standard calculation to achieve a final score

Sailing Profile

Sailing profiles are run on demand by the ground handler. It is recommended that Ground Handlers run this report the week of the turn and 24 hours prior to the turnaround. For access to Power BI please seek your Account Manager.

Information available:

- Loyalty Guest Counts
- Percentage of guests that completed online check-in
- Transfer and Pre/Post Hotel counts
- Citizenship and birth country of guests
- Special requests and consecutive cruisers
- Overview of guest ages, gender and type of document being used to cruise
- Overview of Groups sailing
- Itinerary



Hyperion Throwback report is also available in Power BI.

GUEST PORT SERVICES

GUEST PORT SERVICES

Ship	SailDt	Day	Sail Time	Port	# Guests	# Staying on next cruise	Check-in	Itinerary
AX	5/14/23	Sun	17:00	AMS	1651	67	94%	Europe ScanRus 11N A

Brand

 C

Sail Date

 5/14/2023
 5/25/2023
 6/6/2023
 6/18/2023
 6/25/2023
 7/7/2023
 7/19/2023

Ages F M

01-02	3	2
06-12	2	2
13-17		1
18-21	8	1
22-30	34	8
31-40	44	29
41-50	72	38
51-65	306	204
66-75	369	316
76 +	88	124
Total	926	725

Documents #

Naturalization	31
None Provided	86
Passport Book	1534
Total	1651

Tier #

Classic	444
Elite	368
Elite Plus	80
Preview	24
Select	316
Zenith	10
Total	1242

Pier Requests

Pier Assist	13
Wheel Chair	6
Scooter	1
Total	20

BirthPlace

USA	967
CAN	199
GBR	98
N/A	93
CHN	30
NLD	26
HKG	24
AUS	21
DEU	19
PHL	19
MEX	14
ISR	12
BRA	10
ESP	7
COL	6
EGY	6
SGP	6
CUB	5
KOR	5
BEL	4
CHE	4
CHL	4
DNK	4
MDA	4
TWN	4
GRC	3
GLV	3
IRL	3
-	-

Citizen

USA	1123
CAN	240
GBR	107
AUS	24
NLD	24
IRL	18
ISR	18
DEU	12
MEX	11
BRA	9
ESP	9
SGP	7
ITA	5
BEL	4
CHE	4
CHL	4
DNK	4
IND	4
ROM	4
UKR	4
CHN	3
NZL	3
URY	3
FRA	2
KOR	2
GRC	1
SWE	1
ZAF	1

Ship

 AL
 AN
 AX
 BR
 EX
 FL
 OA
 SY
 WN

Embark

 AMS

Group Name	Group #	#
TLN DV USD NO INSIDES	5757554	103
RICKS CRUISE ADVENTURES	6343172	90
VTG - NEED DEPOSIT	1557022	72
SEMINAR AT SEA PART 2	3308537	45
EES CAD	5349765	42
SIGNATURE TRAVEL NETWORK	8323821	41
SEMINAR AT SEA PART 1	3304917	40
WTH OPEN PROMO GROUP	6098764	35
EES USD	6802176	21
HOME OFFICE	590156	20
OVC GROUP	4957403	19
CRUCON1 PW	4875427	14
Total		665

154

 # Arrival Transfers

447

 # Debark Transfers

Date	Day	Port	Name
5/14/23	SUN	AMS	Amsterdam, Netherlands
5/15/23	MON	DOV	Dover, England
5/16/23	TUE	PTL	Portland, Dorset, Uk
5/17/23	WED	ORK	Cork (Cobh), Ireland
5/18/23	THU	ORK	Cork (Cobh), Ireland
5/19/23	FRI	LPL	Liverpool, England
5/20/23	SAT	WDE	Waterford (Dunmore East
5/21/23	SUN	BFT	Belfast, Northern Ireland
5/22/23	MON	ASE	At Sea
5/23/23	TUE	LWK	Lerwick/Shetland, Scotlan
5/24/23	WED	ASE	At Sea
5/25/23	THU	RTM	Rotterdam, Netherlands

Reports sent by the ship

Debark Breakdown

The Debark Breakdown is sent by the Guest Departure Officer/Guest Disembarkation Officer. They will send a preliminary and final breakdown. It is important to monitor certain elements in the chart to ensure a smooth debark operation.

- Departure start time
- Express Self Assist time and guest count
- Timings for Suites and other priority groups
- Transfer and Shore excursion timings
- Guest counts in each group for luggage laydown spacing
- Consecutive Cruisers timing and process
- Departure end time

Departure Manifest and Luggage Breakdown							
Tag Number	Departure time	Group Description	Meeting Lounge	LOC	Count	Total	
NO TAG	7:30 AM - 8:00 AM	EXPRESS SELF ASSIST	Guest Stateroom	FWD/AFT	676	676	
Star	7:30 AM	STAR CLASS GUESTS	Guest Stateroom	FWD/AFT	48	48	
RED	7:40 AM	Suites - Pinnacles - Casino Master	Bionic Bar	FWD/AFT	0	0	
THE KEY	7:40 AM	THE KEY	Boot & Bonnet Pub	FWD/AFT	0	0	
1	7:40 AM	EARLY RC TRANSFERS - MIA	Guest Stateroom	FWD	91	176	
2	7:40 AM	EARLY RC TRANSFERS - MIA	Guest Stateroom	AFT	85		
3	8:00 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	119	798	
4	8:00 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	125		
5	8:00 AM	INDEPENDENT GUEST	Theatre Deck 5	MID STB	145		
6	8:00 AM	INDEPENDENT GUEST	Guest Stateroom	MID Port	111		
7	8:00 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	124		
8	8:00 AM	INDEPENDENT GUEST	Guest Stateroom	AFT	174		
10	8:00 AM	Shore Excursions	Schonner Bar	FWD/AFT	150		
11	8:00 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	96	574	
12	8:00 AM	INDEPENDENT GUEST	Guest Stateroom	AFT	71		
14	8:00 AM	INDEPENDENT GUEST	Dining Room Deck 5	MID Port	27		
15	8:00 AM	INDEPENDENT GUEST	Theatre Deck 5	MID STB	31		
16	8:00 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	2		
17	8:00 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	122		
18	8:00 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	75		
19	8:10 AM	EARLY RC TRANSFERS - MIA	Guest Stateroom	FWD	30		682
20	8:10 AM	EARLY RC TRANSFERS - MIA	Guest Stateroom	AFT	26		
21	8:10 AM	INDEPENDENT GUEST	Theatre Deck 5	MID STB	95		
22	8:10 AM	INDEPENDENT GUEST	Dining Room Deck 5	MID Port	84		
23	8:10 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	120		
24	8:10 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	69		
25	8:10 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	125		
26	8:10 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	133		
27	8:10 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	49		
28	8:10 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	85		
29	8:20 AM	INDEPENDENT GUEST	Theatre Deck 5	MID STB	83	412	
30	8:20 AM	INDEPENDENT GUEST	Dining Room Deck 5	MID Port	51		
31	8:20 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	53		
32	8:20 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	69		
33	8:20 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	9		
34	8:20 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	3		
35	8:20 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	125		
36	8:20 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	77		
37	8:30 AM	INDEPENDENT GUEST	Theatre Deck 5	MID STB	99		
38	8:30 AM	INDEPENDENT GUEST	Dining Room Deck 5	MID Port	101		
39	8:30 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	30	696	
40	8:30 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	2		
41	8:30 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	129		
42	8:30 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	133		
43	8:30 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	97		
44	8:30 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	0		
45	8:40 AM	LATE RC TRANSFERS - FLL	Theatre Deck 5	FWD	18		
46	8:40 AM	LATE RC TRANSFERS - FLL	Dining Room Deck 5	AFT	26		
47	8:40 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	115		
48	8:40 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	68		
49	8:40 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	97	424	
50	8:40 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	3		
52	8:40 AM	INDEPENDENT GUEST	Dining Room Deck 5	MID Port	86		
53	8:40 AM	INDEPENDENT GUEST	Theatre Deck 5	MID STB	61		
54	8:40 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	3		
55	8:40 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	27		
56	9:00 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	15		
57	9:00 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	157		
58	9:00 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	131		
59	9:00 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	111		
61	9:00 AM	LATE RC TRANSFERS - MIA	Theatre Deck 5	FWD	60	480	
62	9:00 AM	LATE RC TRANSFERS - MIA	Dining Room Deck 5	AFT	77		
63	9:15 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	117		
64	9:15 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	199		
65	9:15 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	126		
66	9:15 AM	INDEPENDENT GUEST	Dining Room Deck 5	MID Port	128		
67	9:15 AM	INDEPENDENT GUEST	Theatre Deck 5	MID STB	122		
68	9:15 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	77		
69	9:15 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	144		
70	9:15 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	0		
71	9:15 AM	INDEPENDENT GUEST	Theatre Deck 5	FWD	108	1269	
72	9:15 AM	INDEPENDENT GUEST	Dining Room Deck 5	AFT	0		
73	9:15 AM	LATE RC TRANSFERS - MIA	Theatre Deck 5	FWD	36		
74	9:15 AM	LATE RC TRANSFERS - MIA	Dining Room Deck 5	AFT	45		
75	9:30 AM	LATE RC TRANSFERS - OTHER RC SHIP	Dining Room Deck 5	FWD/AFT	0		
820	9:30 AM	Consecutive Cruisers - Royal Theater, Deck 5			25		
					25		25
				TOTAL	6417		6417

Transfer Manifests

Flight Arrival and Departure Manifest (transfer guests only)

Sent at 21 days, 7 days and 4 days before sailing.

- Air/Sea Guests
- C/O Guests who have purchased transfers.
- C/O Guests who have purchased transfers from local pick-up points.
- Pre-Package Hotel Guests (arriving airport prior to turn day, air/sea only)
- Custom air guests (arriving airport prior to turn day, no transfers)

Hotel Package Flight Arrival and Departure Manifest (transfer guests only)

Sent at 21 days, 7 days and 4 days before sailing.

- Air/Sea and C/O Guests who have booked pre/post-cruise hotel package.

Arrival airport to hotel/pier summary sample below:

A	B	C	D	E	F	G	H	I	J	K
						Ship	SY			
						Sail Date	2-Feb-19			
Transfer Type	Arrival Date		Arrival Time	Carrier	Flt Nbr	Bus CD	Hotel Name	Guest Cnt		
Airport to Hotel	1/30/2019		15:25	VS	117		Marriott Biscayne Bay	2		
Airport to Hotel	1/31/2019		14:10	AA	6160		Courtyard Marriott Sbeach	2		
Airport to Hotel	2/1/2019		9:24	AA	4477		Jw Marriott Miami	2		
Airport to Hotel	2/1/2019		15:35	AA	218		Jw Marriott Miami	2		
Airport to Hotel	2/1/2019		15:40	BA	1528		Courtyard Miami Airport	2		
Airport to Hotel	2/1/2019		16:00	DL	2122		Courtyard Marriott Sbeach	2		
Airport to Pier	2/2/2019		11:31	UA	1475	TMIAR		2		
Airport to Pier	2/2/2019		11:35	WN	723	TFLLRM		2		
Airport to Pier	2/2/2019		11:45	UA	1417	TFLLRM		2		
Airport to Pier	2/2/2019		12:20	AA	484	TMIAR		2		
Airport to Pier	2/2/2019		12:30	AA	2676	TMIAR		2		
Airport to Pier	2/2/2019		12:47	AA	1438	TMIAR		2		
Airport to Pier	2/2/2019		13:00	UA	2356	TMIAR		2		
Total								203		

Arrival airport to hotel manifest sample below:

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
													Ship	SY			
													Sail Date	2-Feb-19			
Transfer Type	Bus CD	Dest	Arrival Date	Arrival	Carrier	Flt Nbr	Guest Name	Gtwy	Org	Book ID	Pax	GroupName	Hotel Name	Hotel Tour CD	Cabin	Guest Cnt	
Airport to Hotel	MIA	MIA	1/30/2019	15:25	VS	117	Cox, Martin	LHR	LHR	2550320	132467321		Marriott Biscayne Bay	BM3B2		3644	1
Airport to Hotel	MIA	MIA	1/30/2019	15:25	VS	117	Plowman, Lily	LHR	LHR	2550320	132467313		Marriott Biscayne Bay	BM3B2		3644	1
Airport to Hotel	MIA	MIA	1/31/2019	14:10	AA	6160	Smith, Lee	LHR	LHR	72869	157825098		Courtyard Marriott Sbeach	AB2B2		3612	1
Airport to Hotel	MIA	MIA	1/31/2019	14:10	AA	6160	Brewin, Sarah	LHR	LHR	72869	157825106		Courtyard Marriott Sbeach	AB2B2		3612	1
Airport to Hotel	MIA	MIA	2/1/2019	9:24	AA	4477	Croxton, Thomas	RIC	RIC	9709645	166717088		Jw Marriott Miami	AX1B1		8184	1
Airport to Hotel	MIA	MIA	2/1/2019	9:24	AA	4477	Croxton, Anne	RIC	RIC	9709645	166717138		Jw Marriott Miami	AX1B1		8184	1
Airport to Hotel	MIA	MIA	2/1/2019	15:35	AA	218	Upton, Donald	RIC	CLT	3566151	173394467		Jw Marriott Miami	AX1B1		8164	1
Airport to Hotel	MIA	MIA	2/1/2019	15:35	AA	218	Upton, Dianne	RIC	CLT	3566151	173394475		Jw Marriott Miami	AX1B1		8164	1
Airport to Hotel	MIA	MIA	2/1/2019	15:40	BA	1528	Hems, Malcolm	MAN	LHR	6808065	97943050		Courtyard Miami Airport	MB1B2		12189	1
Airport to Hotel	MIA	MIA	2/1/2019	15:40	BA	1528	Hems, Christine	MAN	LHR	6808065	97943043		Courtyard Miami Airport	MB1B2		12189	1
Airport to Hotel	MIA	MIA	2/1/2019	16:00	DL	2122	Ritchie, Sandra	DTW	DTW	1771466	75010955		Courtyard Marriott Sbeach	AB1B2		10222	1

Arrival airport to pier manifest sample below:

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
															Ship	SY	
															Sail Date	2-Feb-19	
Transfer Type	Bus CD	Dest	Arrival Date	Arrival	Carrier	Flt Nbr	Guest Name	Gtwy	Org	Book ID	Pax	GroupName	Hotel Name	Hotel Tour CD	Cabin	Guest Cnt	
Airport to Pier	TMIAR	MIA	2/2/2019	5:20	AA	2793	Cockerham, Perry	C/O	LAX	7988847	55540583				12631	1	
Airport to Pier	TMIAR	MIA	2/2/2019	5:20	AA	2793	Bardere Cockerham, Angela	C/O	LAX	7988847	55540591				12631	1	
Airport to Pier	TMIAA	MIA	2/2/2019	5:41	AA	2202	Conlin, Carrie	LAS	LAS	1550433	176414049				6682	1	
Airport to Pier	TMIAA	MIA	2/2/2019	5:41	AA	2202	Conlin, Todd	LAS	LAS	1550433	176414031				6682	1	
Airport to Pier	TMIAR	MIA	2/2/2019	7:03	AA	1314	Song, Silvia	C/O	LAX	893836	169737919				3256	1	
Airport to Pier	TMIAR	MIA	2/2/2019	7:10	AA	2323	Slump, Michelle	C/O	DEN	4919571	157048220	Cheryl'S Promo Grp No Options			10442	1	
Airport to Pier	TMIAR	MIA	2/2/2019	7:10	AA	2323	Ringleman, Joseph	C/O	DEN	4919571	157048238	Cheryl'S Promo Grp No Options			10442	1	
Airport to Pier	TMIAR	MIA	2/2/2019	7:50	AA	1183	Burton, Kellie	BWI	BWI	2060127	67990669				11303	1	
Airport to Pier	TMIAR	MIA	2/2/2019	7:50	AA	1183	Burton, Blake	BWI	BWI	2060127	67990693				11303	1	
Airport to Pier	TMIAR	MIA	2/2/2019	7:50	AA	1183	Burton, Gracie	BWI	BWI	2060127	67990685				11303	1	
Airport to Pier	TMIAR	MIA	2/2/2019	7:50	AA	1183	Burton, Benjamin	BWI	BWI	2060127	67990677				11303	1	
Airport to Pier	TMIAR	MIA	2/2/2019	7:50	AA	1183	Burton, Richard	BWI	BWI	2171649	68003645				11307	1	
Airport to Pier	TMIAR	MIA	2/2/2019	7:50	AA	1183	Burton, Andrew	BWI	BWI	2171649	68003652				11307	1	
Airport to Pier	TMIAR	MIA	2/2/2019	7:50	AA	1183	Burton, Emma	BWI	BWI	2171649	68003660				11307	1	

Departure pier/hotel to airport summary sample below:

A	B	C	D	E	F	G	H	I
							Ship	SY
							Sail Date	2-Feb-19
Transfer Type	Departure Date	Departure Time	Carrier	Flt Nbr	Bus CD	Hotel Name	Guest Cnt	
Pier to Airport	2/9/2019	11:03	DL	1210	TMIAD		2	
Pier to Airport	2/9/2019	11:05	SY	SY310	TMIAR		7	
Pier to Airport	2/9/2019	11:08	UA	697	TMIAD		2	
Pier to Airport	2/9/2019	11:10	AA	1042	TMIAD		2	
Pier to Airport	2/9/2019	11:29	AA	1700	TMIAD		8	
Pier to Airport	2/9/2019	21:46	AA	922	TMIAR		2	
Pier to Airport	2/9/2019	23:20	AA	6123	TMIAD		2	
Hotel to Airport	2/10/2019	21:20	EI	140		Marriott Biscayne Bay	4	
Hotel to Airport	2/11/2019	21:25	AA	6161		Marriott Biscayne Bay	2	
Total							358	

Departure pier to airport manifest sample below:

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
														Ship	SY
														Sail Date	2-Feb-19
Transfer	Depart Date	Bus CD	Depart	Carrier	Flt Nbr	Guest Name	Org	Gtwy	Book ID	Pax	Cabin	Group	Hotel Name	Hotel C	Guest C
Pier to Airport	2/9/2019	TFLLRM	16:26	AA	757	Santiago, Manuel	FLL	C/O	3542491	1.66E+08	12635				1
Pier to Airport	2/9/2019	TMIAD	13:35	AA	1506	Sillipigni, Ethan	MIA	C/O	7888911	1.18E+08	14272				1
Pier to Airport	2/9/2019	TFLLRM	13:45	WN	3976	Church, Ronald	FLL	C/O	133949	37222466	11249	Yankee Rebels			1
Pier to Airport	2/9/2019	TMIAD	17:15	AA	6159	Brewin, Sarah	MIA	LHR	72869	1.58E+08	3612				1
Pier to Airport	2/9/2019	TFLLRM	14:35	WN	3212	Potorti, Ann	FLL	C/O	5812407	82676376	12166				1
Pier to Airport	2/9/2019	TMIAR	17:40	AA	2469	Pon, Justin	MIA	DFW	1207671	1.79E+08	3638				1
Pier to Airport	2/9/2019	TMIAR	14:05	AA	2283	Cockerham, Perry	MIA	C/O	7988847	55540583	12631				1
Pier to Airport	2/9/2019	TFLLRM	13:45	WN	3976	Otremba, Valerie	FLL	C/O	9656412	37162985	11231	Yankee Rebels			1
Pier to Airport	2/9/2019	TMIAR	19:55	AA	2793	Ringleman, Joseph	MIA	C/O	4919571	1.57E+08	10442	Cheryl'S Promo Grp No Options			1
Pier to Airport	2/9/2019	TMIAD	14:05	AA	275	Burris, Robert	MIA	C/O	657074	1.2E+08	10206				1

Departure hotel to airport manifest sample below:

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
													Ship	SY	
													Sail Date	2-Feb-19	
Transfer	Depart Date	Bus CD	Depart	Carrier	Flt Nbr	Guest Name	Org	Gtwy	Book ID	Pax	Cabin	Group	Hotel Name	Hotel C	Guest C
Hotel to Airport	2/10/2019		21:20 EI		140	Murphy, Pamela	MIA	DUB	7482485	1.32E+08	12301		Marriott Biscayne Bay	BM1A2	1
Hotel to Airport	2/10/2019		21:20 EI		140	Doyle, Tanya	MIA	DUB	3750663	1.31E+08	12697		Marriott Biscayne Bay	BM1A2	1
Hotel to Airport	2/10/2019		21:20 EI		140	Agnew, Anthony	MIA	DUB	7482485	1.32E+08	12301		Marriott Biscayne Bay	BM1A2	1
Hotel to Airport	2/10/2019		21:20 EI		140	Walsh, Derek	MIA	DUB	3750663	1.31E+08	12697		Marriott Biscayne Bay	BM1A2	1
Hotel to Airport	2/11/2019		21:25 AA		6161	Mcavoy, Janie	MIA	GLA	6761458	1.5E+08	9187		Marriott Biscayne Bay	BM2A2	1
Hotel to Airport	2/11/2019		21:25 AA		6161	Mcavoy, Brian	MIA	GLA	6761458	1.5E+08	9187		Marriott Biscayne Bay	BM2A2	1

Departure pier to hotel manifest sample below:

A	B	C	D	E	F	G	H	I	J	K
									Ship	SY
									Sail Date	2-Feb-19
Hotel Name	Hotel City	Tour Cd	Hotel Check In	Hotel Check Out	Guest Name	Book ID	Pax	Cabin	Group	Guest Cnt
MARRIOTT BISCAYNE BAY	MIAMI	BM2A2	2/9/2019	2/11/2019	Mcavoy, Janie	6761458	1.5E+08	9187		1
MARRIOTT BISCAYNE BAY	MIAMI	BM2A2	2/9/2019	2/11/2019	Mcavoy, Brian	6761458	1.5E+08	9187		1
MARRIOTT BISCAYNE BAY	MIAMI	BM1A2	2/9/2019	2/10/2019	Agnew, Anthony	7482485	1.32E+08	12301		1
MARRIOTT BISCAYNE BAY	MIAMI	BM1A2	2/9/2019	2/10/2019	Doyle, Tanya	3750663	1.31E+08	12697		1
MARRIOTT BISCAYNE BAY	MIAMI	BM1A2	2/9/2019	2/10/2019	Murphy, Pamela	7482485	1.32E+08	12301		1
MARRIOTT BISCAYNE BAY	MIAMI	BM1A2	2/9/2019	2/10/2019	Walsh, Derek	3750663	1.31E+08	12697		1

Push Reports

Complete Alpha Arrival Manifest (all guests)

- All guests arriving for cruise

GUEST PORT SERVICES

Sail Date : July 17

Ship: FR

Porter and Luggage Manifest

Last Name	First Name	Cabin	Deck #	Sextant	Subsextant
		3330.	3	Starboard Midship	B
		1620.	10	Port Midship	C
		1620.	10	Port Midship	C
		1620.	10	Port Midship	C
		7522.	7	Port FWD	A
		9404.	9	Starboard AFT	D
		1100.	11	Starboard FWD	B
		1100.	11	Starboard FWD	B
		1100.	11	Starboard FWD	B
		1150.	11	Starboard FWD	B
		1150.	11	Starboard FWD	B
		1150.	11	Starboard FWD	B
		7348.	7	Starboard Midship	D
		8556.	8	Port FWD	C
		8386.	8	Starboard AFT	C
		1279.	10	Starboard FWD	C
		7286.	7	Starboard FWD	D
		6391.	6	Starboard AFT	C
		6391.	6	Starboard AFT	C
		7238.	7	Starboard FWD	B
		3348.	3	Port Midship	A
		8278.	8	Starboard FWD	D
		3348.	3	Port Midship	A
		9526.	9	Port FWD	A
		9526.	9	Port FWD	A
		6698.	6	Port AFT	D
		1577.	10	Port FWD	C

Special Guest Report (all guests)

Sent at 10 days before sailing.

- Currently this report is produced manually. It lists all guests requiring special assistance for their transfers.
- Sample below:

Symphony of the Seas					
Sail date 2/2/2019 Voyage #: 62					
Special Needs and Dietary Report					
Services & Accommodations					
Accountability: Ground Services, Chief Housekeeper, Medical Staff					
Guest Name	Booking Number	Stateroom Number	Dining Seating	Disability/ Condition	Accommodation
GIBSON, RONALD	3176262	14166	O	Difficulty Walking - Bringing Scooter - Sleep Apnea - Bringing CPAP Machine	Pier Assistance. Accessible Transportation and Pier Assistance. Guest has Round Trip Transfers. Please



Turnaround Day Timeline

Ship:			
Turnaround Port:			
Turnaround Date:			
Terminal:			
Supervisor on Duty:			
Port Agent on Duty:			
Terminal Manager:			
Actual Time	Planned Time	Debarkation Process	Comments
		Debark Staff / Terminal Staff / Stevedores / Linesmen Arrive to Pier	
		Ship's arrival	
		Terminal Open for Staff (Security Screening/Restricted Areas)	
		Gangway(s) Set / Shell Door Plate(s) Set	
		Ship's clearance (Customs/Immigration present if applicable)	
		Customs/Immigration Area Setup (if applicable)	
		Express Departure commences	
		Meet with GSM / HD to discuss boarding time and any challenges that might occur	
		Luggage off-load commences	
		Account Manager update #1	
		Luggage Hall Setup	
		Luggage off-load completes	
		Express Walk-Off Start	
		Progressive Luggage Layout Start: Zone #	
		Progressive Luggage Layout Start: Zone #	
		Progressive Luggage Layout Start: Zone #	
		Majority / All guests off the ship	
		Last stragglers (if any off the ship)	
		Consecutive Cruisers Processed	
		Zero Count (delivered to Immigration if applicable)	
		Rolling the Voyage (if applicable)	

GUEST PORT SERVICES

	Customs/Immigration Clear Ship for Embarkation (if applicable)	
	Account Manager update #2	

Actual Time	Planned Time	Embarkation Process	Comments
		Pier receives Sea Pass cards, computers, manifests, paperwork, etc. from ship	
		Guest Flow Setup (stanchions, signs, supplies, etc....)	
		Begin I.T. set up	
		Verify I.T. connection & location of ACP's	Ensure system stability; photos @ ACPs
		I.T. set up complete	
		Terminal Walkthrough for Readiness (Security Screening, Immigration, Staff Positions, General Cleanliness)	
		Staff Briefing	Itinerary, citizenship #s, visa / passport requirements, etc.
		Doors open	
		Security processing commences	
		Check-in commences	# of guests in lobby / outside:
		Ship wheelchair pushers in place in designated location prior to boarding	
		Boarding begins	# of guests checked in:
		Account Manager update #3	
		Denied Boarding Update from Advocate to PS / GSM	
		Check for updates from ETT or airports on any flight delays, late arrivals, etc.	
		Account for all air sea, c/o guests	
		Denied Boarding Update from Advocate to PS / GSM	
		Account Manager final update	
		Pier Coordinators begin balancing - depending on pending count	
		I.T. begins collecting laptops	
		Final denied boarding update PS / GSM	
		Remaining laptops and sea pass cards returned to vessel	
		Ship sail time	
		Prepare Vessel Turnaround Report / any report requested by the	

office. Reports MUST be sent as soon as possible.

Supervisor Turnaround Day Checklist

Ship:			
Turnaround Port:			
Turnaround Date:			
Terminal:			
Supervisor on Duty:			
General Checklist	Checked By	Assigned to	Comments
Post staff schedule. Distribute schedules & information to Leads & Pier Coordinators (PCs).		Pier Supervisor / Lead	
Guest Flow setup complete. Terminal clean and according to RCCL Standards.		Pier Supervisor / Lead	
Obtain ship's radio/deck phone from GSM / GRM.		Pier Supervisor / Lead	
Ensure all staff is in place prior to start of departure process/boarding process.		Pier Supervisor / Lead	
Monitor & enforce compliance with uniform policy ALL DAY.		Pier Supervisor / Lead	
Print necessary reports for PCs including: Balance Dues, Trade Sanctions, etc.		Pier Supervisor / Lead	
Ensure all zone leads & all key personnel have their radios & are on the correct channel.		Pier Supervisor / Lead	
Ensure all Customs/Immigration clearance requirements are met (via Port Agent and ship's Doc. Officer)		Pier Supervisor via Port Agent / Doc. Officer	

Debarkation Checklist	Checked By	Assigned to	Comments
Self-assist departure starts after Port Agent confirms the ship is cleared to begin departure process.		Lead	
Conduct walk through of departure process. To ensure terminal readiness and appearance walk the path of the guest. Address any shortcomings.		Pier Supervisor / Lead	
Check that all required luggage numbers, signage, stanchions are in place. (Guest Flow Areas: Customs/Immigration, Luggage Hall, & Curbside)		Lead, Luggage Lead, & Bus Lead	
Ensure optimal guest flow; manage by walking around.		Pier Supervisor / Lead	
Ensure that luggage lay-down is organized to allow for check-in set up. (if applicable)		Luggage Lead	

Ensure escalators / elevators are operational.		Pier Supervisor / Lead	
Ensure assigned agents are in place with personal property reports, clipboards, pens, & Customs forms.		Luggage Lead	
Ensure bus loading agents are in place with necessary supplies & radios.		Curb Lead	
Designate a specific area for luggage with no tags &/or left luggage.		Luggage Lead	
Ensure that number signage in Baggage Claim area is functional & displaying the correct number tags.		Luggage Lead	
Ensure that stanchions are placed in front of Customs area according to Customs specifications.		Lead	
Ensure coaches are staged in the bus slots.		Curb Lead	
Continually monitor Customs lines. Obtain assistance from Port Agent as necessary.		Lead	
Monitor taxi line length. Contact all taxi companies if more cars are required.		Lead	
Ensure entire departure area is left clean & tidy.		Lead	

Embarkation Checklist	Checked By	Assigned to	Comments
Ensure optimal guest flow; manage by walking around.		Pier Supervisor / Lead	
Conduct a walk-through of the terminal area prior to start of the arrival process. Ensure terminal appearance and readiness. Start outside & work your way inside. Walk the path of the guest. Address any shortcomings.		Pier Supervisor / Lead	
Ensure all required signage / stanchions are properly in place at the bus arrival area, lobby area(s), check-in area(s), priority check-in area, & gangways.		Zone Leads	
Cages, or a location for early arriving guest luggage storage, are in place.		Curb Lead	
Ensure porters have been provided with manifests & luggage tags.		Curb Lead	
Ensure that escalators / elevators are functional.		Pier Supervisor / Lead	
Ensure seating areas & lobbies have been set up properly & are neat & tidy.		Lobby Lead	
Ensure security machines / metal detectors are in place, functional, & staffed. Ensure security has been provided with manifests.		Lobby Lead	

Set up check-in queues in accordance with your Sailing Profile.		Lead	
Ensure each check-in desk is properly stocked with the necessary supplies & forms.		Check-in Lead	
Ensure hand sanitizers stands and refills are set up in the terminal		Pier Supervisor / Lead	
Ensure iPads are shoreside and online.		Check-in Lead	
Ensure IT system health; chat with IT Manager prior to start of check-in and during boarding.		Check-in Lead	
Ensure contingency plans are in place, manifests are printed & ready, wrist bands, highlighters, manual boarding passes, pens, and clip boards are ready to go. Discuss contingency plans with HD/GSM.		Pier Supervisor	
Staff briefing held prior to start of check-in.		Pier Supervisor / Lead	
Ensure check-in agents are aware of ship's itinerary, visas, & required forms.		Pier Supervisor / Lead	
Discuss firm boarding time with HD / GSM.		Pier Supervisor	
Ensure all laptops & equipment have been set up correctly. PC should have a computer, Sea Pass printer, correlator, & printer.		Check-in Lead	
Ensure Sea Pass cards have been sorted & arranged in boxes by deck. No decks should be mixed together in the same box.		Check-in Lead	
Ensure sound system (PA) has been turned on prior to start of check-in & is working properly.		Lines / Lobby Lead	
Ensure staff have picked up their iPads and have successfully logged on.		Check-in Lead	
Ensure all staff is in position 10 minutes prior to start check-in.		All Leads	
Alert Security & lobby staff once check-in is ready to receive guests.		Lines / Lobby Lead	
Check with HD or GSM / GRM to determine when ship has been cleared & the boarding process can commence.		Pier Supervisor	
Ensure Sea Pass kiosks have been set-up properly on the gangways prior to start of boarding process.		Pier Supervisor	
Continually monitor security area to ensure line ups are not occurring. Request assistance / provide staff when needed.		Lobby Lead	
Monitor photo stanchions to ensure bypass lane is in place at all times.		Lead	
Ensure that any "special service" guests are taken out of the regular queues & placed in the designated area for their check-in.		Curb Lead	

GUEST PORT SERVICES

Pier staff commences & completes the collection of the laptops & equipment.		Check-in Lead	
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Electronic Vessel Turn Report (EVTR)

The eVTR reports the timelines, summarizing the events of the day, indicates any issues that may have arisen, and highlights anything that may need the Account Manager's attention. The eVTR also serves as a reference for many departments for historical data. It is important that the information is accurate and must be completed for every turn.

Timeline:

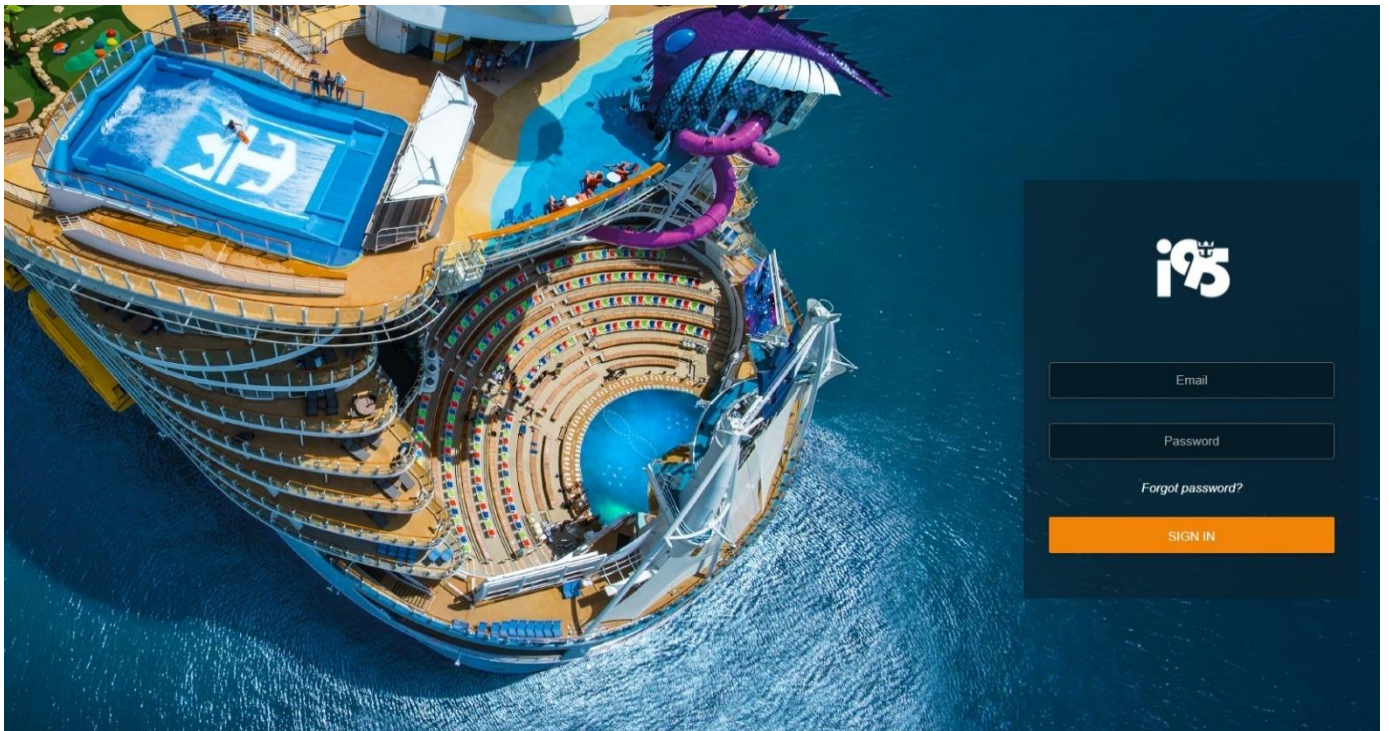
- Preliminary eVTR completed by the end of the sailing
- Final eVTR completed 48 hours after the turn

Accessing i95 System

URL: <https://rccli95.com/login>

Preferred browser: Google Chrome

Suggestion: Clear browser cache often (prior to each login, if possible) as deployment is updated daily.



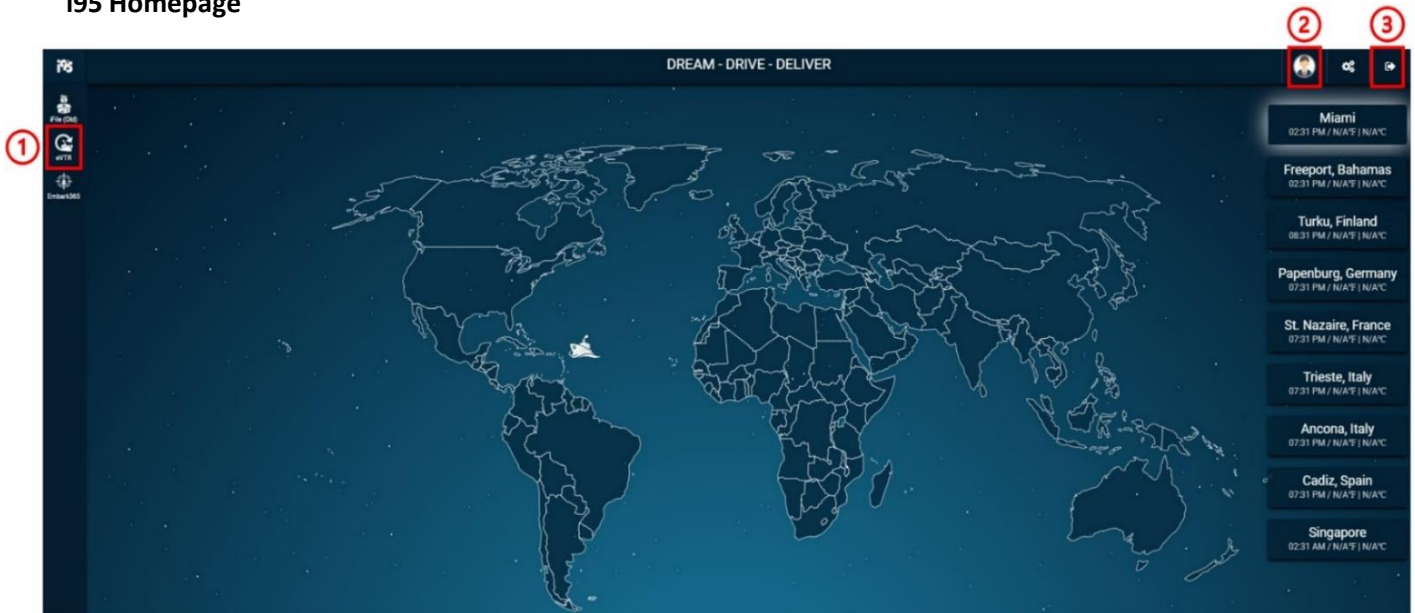
Forgot password?

After submitting wait for a minute and check your **JUNK/SPAM** folder for an email from i95 System.

Please enter your Email

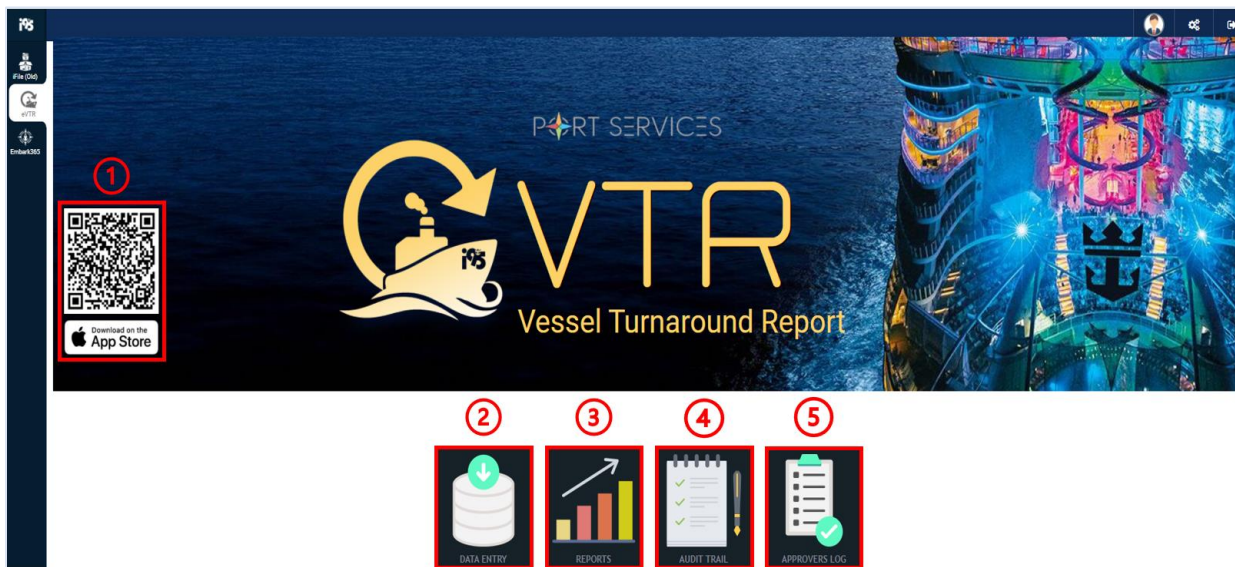
GET A NEW PASSWORD

i95 Homepage



1. Select **eVTR** to create, edit, and view eVTRs and reporting features.
Note: Pier Supervisors only have access to respective ports.
2. Select **user icon** to edit user profile: Name, photo, phone number, and password.
3. Select **exit icon** to securely logout.

eVTR Homepage



1. Download eVTR mobile app using this QR code.
2. Select **DATA ENTRY** to complete and submit eVTRs.
3. Select **REPORTS** to retrieve reports for previously submitted eVTRs.
4. Select **AUDIT TRAIL** to view when and who made edits to specific eVTRs.

5. Select **APPROVERS LOG** to view when and who approved or declined eVTRs.

Turn Summary



The **Turn Summary** is the first component of an eVTR and must be fully completed, **Saved**, and **Submitted for Approval** as soon as the lines drop.

The remaining eVTR must be completed, saved, and submitted within **48 hours** of ship sailing. Once a **Turn Summary** submitted for approval, the GPS Account Manager receives an email with Turn Summary data and either Approves or Declines.

- If declined, the Pier Supervisor receives an email notification along with any notes provided by Account Manager.

The **Turn Summary** must then be edited and resubmitted for approval as soon as possible. Once the Account Manager Approves a **Turn Summary**, an email with data is sent to several shipboard teams as well as shoreside corporate Customer Service.

Note: For Sunday sailings, eVTR should be completed first thing Monday morning.

1. Select **eVTR → DATA ENTRY** to complete and submit a **Turn Summary**.

2. Click the **Select Ship** drop down arrow to scroll and select the ship code or type the two-letter ship code in the text box.
3. Click in the **Sail date** textbox and select the turnaround date within the calendar drop down.
4. Click **Apply Filter** to proceed.

Turn Summary Notes:

- Some information is pre-populated but most of the data must be entered in the provided textboxes or by selecting from drop-down menu options.

- All information is required.
- Grey textboxes cannot be edited. **Variance** fields are automatically calculated and populated.
- You may save incomplete pages and edit later.
- Several options within the **Issues that affected debark/check-in** field require an additional selection after choosing from the initial dropdown menu. For example, when **Drill** is selected, a pop-up window appears with several more detailed issues. You must check off an issue and **Save** to proceed. If a selection is made in error, you may delete it once back on **Turn Summary** page.

Issues that affected debark

Select Issues Debark

- Drill
- High International Count
- IT Issues
- Luggage Issues
- N/A
- Ship Departure Delayed
- Stevadores
- Terminal Infrastructure

Issues that affected Debark - [Drill]

195 ID	Issue Name
<input checked="" type="checkbox"/> 379	Delayed Past Planned Time
<input type="checkbox"/> 380	Not Notified

100 items per page 1 - 2 of 2 items

Save **Close**

The **Turn Summary** must be **Saved** before you **Submit for Approval** at the bottom of the page. Selecting **Clear** will take you back to the ship and sail date selection and any unsaved information will be deleted.

CLEAR **SAVE** **SUBMIT FOR APPROVAL**

Debark & Embark



The **Debark** and **Embark** tabs are similar and straightforward. Most of the data required within these tabs are timestamps. Be sure to review the information needed at the beginning of the day to ensure the correct times are captured.

Debark & Embark Notes:

Like the other tabs, all fields should be completed, grey textboxes cannot be edited, and **Variance** fields are automatically calculated and populated.

Additional information may be required if certain responses are selected.

Utilize the **Comment** textbox at the bottom of each page to detail any issue already summarized.

Provide a full understanding of the debark and embark operation respectively on the turnaround day.

Always **Save** the information entered before proceeding to the next tab.



Debark & Embark Guest Count



The **Debark Guest Count** and **Embark Guest Count** tabs require several different counts to be captured at every thirty-minute interval. If needed, additional thirty-minute intervals can be added using **+Add Row** located at the bottom of each page. The **Debark** tab must be completed before **Debark Guest Count** tab and the **Embark** tab must be completed before **Embark Guest Count** tab.

Debark Guest Count Notes:

Enter **Total Debark Guest Count** before entering **ON Ship** data. Once ON Ship counts are entered, **Incremental** and **OFF Ship** will automatically calculate and populate. **Number of Immigration/CBP Officers** must then be entered manually.

Time	ON Ship	Incremental	OFF Ship	Number of Immigration/CBP Officers
7:00AM - 7:30AM	1959	83	83	2
7:30AM - 8:00AM	1652	317	400	3
8:00AM - 8:30AM	1052	600	1000	4
8:30AM - 9:00AM	764	288	1288	4
9:00AM - 9:30AM	440	324	1612	3
8:00AM - 8:30AM	1052	600	1000	4
8:30AM - 9:00AM	764	288	1288	3

Embark Guest Count Notes:

- Enter **How many guests expected in Check-in System** before entering **No. of guests checked-in** data. Once entered, **Incremental** and **Pending** will automatically calculate and populate.

Planned Number of Security Machines, Number of Security Machines, and Number of Immigration Officers must each be entered manually.

TURN SUMMARY DEBARK DEBARK GUEST COUNT EMBARK EMBARK GUEST COUNT ISSUE LOG FINAL VTR FOR APPROVALS

How many guests expected in Check-in System ①

Planned Number of Security Machines ③

Time	No. of guests checked-in	Incremental	Pending	Number of Security Machines	Number of Immigration Officers
2:00PM - 2:30PM	<input type="text" value="60"/>	<input type="text" value="60"/>	<input type="text" value="1980"/>	<input type="text" value="4"/>	<input type="text" value="4"/>
2:30PM - 3:00PM	<input type="text" value="228"/>	<input type="text" value="168"/>	<input type="text" value="1812"/>	<input type="text" value="4"/>	<input type="text" value="3"/>
3:00PM - 3:30PM	<input type="text" value="492"/>	<input type="text" value="264"/>	<input type="text" value="1548"/>	<input type="text" value="4"/>	<input type="text" value="3"/>
3:30PM - 4:00PM	<input type="text" value="754"/>	<input type="text" value="262"/>	<input type="text" value="1286"/>	<input type="text" value="3"/>	<input type="text" value="3"/>
4:00PM - 4:30PM	<input type="text" value="1058"/>	<input type="text" value="304"/>	<input type="text" value="982"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
4:30PM - 5:00PM	<input type="text" value="1365"/>	<input type="text" value="307"/>	<input type="text" value="675"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
5:00PM - 5:30PM	<input type="text" value="1616"/>	<input type="text" value="251"/>	<input type="text" value="424"/>	<input type="text" value="4"/>	<input type="text" value="5"/>

- Always **Save** the information entered before proceeding to the next tab.



Issue Log

TURN SUMMARY DEBARK DEBARK GUEST COUNT EMBARK EMBARK GUEST COUNT **ISSUE LOG** FINAL VTR FOR APPROVALS

The Issue Log contains important and sensitive guest information. It is essential to complete all information accurately. Click +Add to add entries and List of Existing to view saved entries.

Denied & Prevented Denied Boardings

Luggage Retrieval Form

Incidents

Denied & Prevented Denied Boarding's Notes:

Submit one entry per denial/prevented denial per person, not per guest or stateroom. To enter a guest denial, select **Denied**.

Denied/Cleared?

- To submit an entry for suspected or potential guest denial but, with the help of pier and/or shipboard teams, was ultimately cleared to sail, select **Cleared**.

Denied/Cleared?

- Most **Reasons** require an additional selection via a pop-up window. You must **Select** a subcategory reason from the pop-up window to proceed.

The image shows two parts of the user interface. On the left is a 'Reason' dropdown menu with the following options: 'Medical (COVID)', 'Medical (non-COVID)', 'Documentation', 'Guest Conduct Policy', 'Late Arrival' (highlighted in blue), and 'Name not in System'. On the right is a pop-up window titled 'Add Late Arrival Sub Category'. It contains a table with columns 'i95 ID' and 'Reason'. The table has 5 rows of data:

i95 ID	Reason
28	1-4 Minutes
29	5-9 Minutes
30	10-19 Minutes
31	20-29 Minutes
32	30+ Minutes

Row 30 is selected with a checkmark. Below the table are navigation controls (back, forward, page 1 of 1) and a '100 items per page' dropdown. At the bottom right of the pop-up are two buttons: 'Select' and 'Close'.

- If a **Reason** is selected in error, it can be edited once back on the **Add Denied Boarding** page.

The image shows the 'Reason' dropdown menu from the previous screenshot. In the top right corner of the dropdown, there is a small blue circle containing the number '1' and a red square icon with a pencil, indicating an edit function.

Luggage Retrieval Form Notes:

- Should a guest misplace any luggage, this form must be completed and submitted in addition to any required pier documentation.
- A form should also be submitted if any unclaimed luggage remains once debark is completed and all guests have exited the terminal.

Incident Notes:

- Any incident the staff is made aware of which took place on pier property must be submitted.
- Location examples include parking lot, curbside, entrance hall, escalator.


Incident examples include fainting, slip and fall, car accident on curbside, elevator/escalator breakdown.

Final VTR for Approvals

The image shows a horizontal navigation bar with several menu items: 'TURN SUMMARY', 'DEBARK', 'DEBARK GUEST COUNT', 'EMBARK', 'EMBARK GUEST COUNT', 'ISSUE LOG', and 'FINAL VTR FOR APPROVALS'. The 'FINAL VTR FOR APPROVALS' item is highlighted with a red rectangular box.


Once all tabs are fully completed, enter the **Final VTR for Approval** tab to submit for GPS Account Manager approval. Again, the full eVTR must be completed, saved, and submitted within **48 hours** of ship sailing. Once submitted for approval, the GPS Account Manager receives an email with full eVTR data and either Approves or Declines. If declined, the Pier Supervisor who submitted receives an email notification along with any notes provided by Account Manager. It must be edited and resubmitted for approval as soon as possible. Once the Account Manager Approves, an email with data is sent to several shipboard teams as well as shoreside corporate Customer Service.

Once ready to submit, first select **Confirm VTR is Complete**. This will check all fields and ensure all information has been provided.

 **CONFIRM VTR is COMPLETE**

TURN SUMMARY	COMPLETE VTR
PREVIOUS STATUS : Not Submitted	PREVIOUS STATUS : Not Submitted
NEW STATUS :	NEW STATUS :
APPROVAL DATE:	APPROVAL DATE:
APPROVED BY:	APPROVED BY:

Once confirmed, select **Submit for Approval**.

 **CONFIRM VTR is COMPLETE**

TURN SUMMARY	COMPLETE VTR
PREVIOUS STATUS : Not Submitted	PREVIOUS STATUS : Not Submitted
NEW STATUS :	NEW STATUS :
APPROVAL DATE:	APPROVAL DATE:
APPROVED BY:	APPROVED BY:

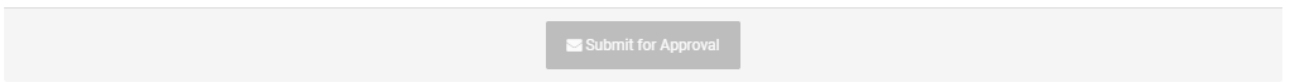
1. Select **Yes** in the pop-up window if you would like to confirm submission.

i95 Action Confirmation

Are you sure VTR is complete and ready to submit for approval?

NO
YES

2. A fully approved Turn Summary and eVTR will appear as such:



TURN SUMMARY	COMPLETE VTR
PREVIOUS STATUS : Approval Request - Turn Summary	PREVIOUS STATUS : Approval Request - Full VTR
NEW STATUS : Approved - Turn Summary	NEW STATUS : Approved - Full VTR
APPROVAL DATE: 2021-03-04 03:31:28	APPROVAL DATE: 2021-03-04 03:31:28
APPROVED BY: Tony, Chai	APPROVED BY: Tony, Chai

Reports

To retrieve data and view previously submitted eVTRs. **Reports** tab can be filtered by many different fields and multiple submissions can be displayed on the same report by checking off the sailings.

The screenshot shows the 'VTR SEARCH' interface. At the top right, there are navigation tabs: 'Data Entry', 'Reports' (highlighted with a red box), 'Audit Trail', and 'Approvers Log'. Below the tabs are search filters for Port (SIN), Ship (QN), Sail Date (04/01/21), Ground Handler, Status (Approved - Full VTR), Brand, and Account Manager. A 'SEARCH' button is highlighted in green. Below the filters is a table with one row of results:

Port	Ship	Saildate	Brand	Ground Handler	Account Manager	Status
SIN	QN	04/01/2021	RCI	INTERCRUISES	Tony Chai	Approved - Full VTR

1. By selecting the desired eVTR/sailing and utilizing the **Export** field, you may export the full eVTR as a PDF or you may select Field Maintenance to export select eVTR fields as an Excel file.

This screenshot shows the 'VTR SEARCH' interface with the 'EXPORT' button highlighted in red. A dropdown menu is open, showing 'Field Maintenance' and 'Export Pdf' options, both of which are also highlighted with red boxes. The table below shows the same search results as the previous screenshot.

2. Selecting Field Maintenance will prompt a pop -up window with all eVTR fields. The left chart displays all eVTR fields while the right chart displays all eVTR fields in the requested report. You may check off fields from the left chart and utilize the **Add** button to add to the requested report. You may also select fields from the right chart and utilize the **Remove** button to remove those fields from the requested report. Once all fields have been added/removed, click the **Actions** drop down to **Export as Excel**.

The screenshot shows the 'Export Maintenance' pop-up window. It is divided into two panes. The left pane, titled 'REMOVE', lists 'VTR FIELDS' with checkboxes for various fields like 'Pier Supervisor', 'Ground Handler', etc. The right pane, titled 'ADD', lists 'VTR REPORT FIELDS' with checkboxes for fields like 'Ship', 'Saildate', 'Port', etc. In the center, there are 'ADD' and 'REMOVE' buttons, with 'REMOVE' highlighted in red. At the bottom right, an 'ACTIONS' dropdown menu is highlighted in red, with 'Export as Excel' selected. The window also includes search bars, pagination controls, and item counts for both panes.

Audit Trail

To view when changes were made and by whom.

Data Entry
Reports
Audit Trail
Approvers Log

AUDIT TRAIL SEARCH

Ship

Sail Date

Modified Date

Modified By

SEARCH

RESET

EXPORT

Shi..	Saildate	Port	Field Name	Original	Revised	Date	Time	Modified By
QN	04/01/2021	SIN	embark_timecheckin_closed_embarkcount	0	2040	2021-04-04	15:45 PM	Caroline, Goh
QN	04/01/2021	SIN	embark_timecheckin_closed_comments	1. Terminal Gate opened at 1350 hrs. 2. Boarding s...	1. Terminal Gate opened at 1350 hrs. 2. Boarding s...	2021-04-04	15:44 PM	Caroline, Goh
QN	04/01/2021	SIN	embark_timecheckin_closed_comments	1. Terminal Gate opened at 1350 hrs. 2. Boarding s...		2021-04-04	15:07 PM	Caroline, Goh
QN	04/01/2021	SIN	embark_timecheckin_closed_passport_collection	None		2021-04-04	15:07 PM	Caroline, Goh
QN	04/01/2021	SIN	embark_timecheckin_closed_variance	-00.03		2021-04-04	15:07 PM	Caroline, Goh
QN	04/01/2021	SIN	embark_timecheckin_closed_actual	18:57		2021-04-04	15:07 PM	Caroline, Goh
QN	04/01/2021	SIN	embark_timecheckin_closed_planned	19:00		2021-04-04	15:07 PM	Caroline, Goh
QN	04/01/2021	SIN	embark_timeboarding_started		14:00	2021-04-04	15:07 PM	Caroline, Goh
QN	04/01/2021	SIN	embark_timeboarding_started_variance	14:00	00:00	2021-04-04	15:07 PM	Caroline, Goh
QN	04/01/2021	SIN	embark_timeboarding_started_planned	0	14:00	2021-04-04	15:07 PM	Caroline, Goh
QN	04/01/2021	SIN	embark_timecheckin_started_noofcheckin	0	60	2021-04-04	15:07 PM	Caroline, Goh
QN	04/01/2021	SIN	embark_timecheckin_started_variance	13:50	-00:10	2021-04-04	15:07 PM	Caroline, Goh
QN	04/01/2021	SIN	embark_timecheckin_started_planned	0	14:00	2021-04-04	15:07 PM	Caroline, Goh

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250 items per page
1 - 250 of 309661 items

Approvers Log

To view when approved and by whom.

Data Entry
Reports
Audit Trail
Approvers Log

APPROVERS LOG SEARCH

Ship

Sail Date

Action Owner

Action Status

SEARCH

RESET

EXPORT

Ship	Saildate	Port	Action Status	Action Owner	Date	Processed By
QN	04/01/21	SIN	Approved - Turn Summary	Tony, Chai	2021-04-05 01:01:52	Tony, Chai
QN	04/01/21	SIN	Approved - Full VTR	Tony, Chai	2021-04-05 01:01:52	Tony, Chai
QN	04/01/21	SIN	Approval Request - Full VTR	Tony, Chai	2021-04-04 16:12:14	Caroline, Goh
QN	04/01/21	SIN	Approval Request - Full VTR	Tony, Chai	2021-04-04 16:12:14	Caroline, Goh
QN	04/01/21	SIN	Approval Request - Full VTR	Tony, Chai	2021-04-04 16:12:10	Caroline, Goh
QN	04/01/21	SIN	Approval Request - Turn Summary	Tony, Chai	2021-04-04 16:12:03	Caroline, Goh
QN	04/01/21	SIN	Approval Request - Turn Summary	Tony, Chai	2021-04-04 16:12:03	Caroline, Goh

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250 items per page
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Chapter 6 - Staff Job Responsibilities

Each Ground Handler will decide the specific duties for the required specific roles as outlined by your Account Manager. The following provides a general guideline.

All roles must complete assigned Guest Port Services University online content and attend all necessary trainings.

Pier Supervisor

General Overview

Responsible for overseeing all aspects of the Turnaround Operations. Turnaround Operations incorporates embarkation and disembarkation guest movement, training and organizing Ground Handler staff to accommodate the operation, coordinating with the Account Manager(s) and Shipboard Team(s) to ensure Port Services guidelines, rules and policies are maintained and implemented throughout. Ensures associated operational, administrative, planning and execution of all required duties and carried out appropriately.

Handles complaints/concerns or necessary corrections as they present themselves. Ensures associated operational, administrative, planning, and execution duties are carried out appropriately and accordance with Ground Handler direction and all Brand-Specific Standards. Assesses operational challenges, both in advance and in real-time to plan/implement appropriate mitigation to assure maintenance of Brand-Standard Guest Experience. Keeps Account Manager informed on the operation throughout the day.

Positional Summary

- Assists GPS Account Manager in carrying out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Works with the GPS Account Manager to coordinate all operational requirements and necessary infrastructure planning in the lead-up to and throughout each turnaround.
- Responsible for detailed planning and execution of operations for each sailing and/or turnaround. This includes research of information, changes in operational details, communication, and necessary documentation in an appropriate timeline.
- Works closely with shipboard department heads to ensure proper communication, operational execution, and resolution of problems concerning the turnaround.
- Ensures the Brand-Specific Guest Experience expectations are met which includes exceeding rating targets and quality assurance standards. Conducts briefing with staff at the beginning of their shift on the day's expectations.
- Submits all appropriate reports (operational and supervisory) according to established timelines and management directives.
- Performs administrative duties by maintaining accurate records regarding all operational situations during each turnaround including (but not limited to): transfer coaches, denied boarding and medical logs, operational timelines, required documentation, incident reports, flight patterns/parameters, checklists, staff attendance sheets, etc.
- Assists Shipboard Team and GPS Account Manager with approved special requests or project rollouts.

GUEST PORT SERVICES

- Coordinate's planning and execution of special events (i.e., inaugurations, exclusive groups, charters, wedding parties, etc.) in accordance with Brand-Specific Guidelines.
- Responsible for appropriate communications to company departments, ships, government officials, port agents, vendors, etc. regarding operations or planning.
- Serves as the primary management referral point for turnaround day guest complaints or issues at the pier, often requiring instant decision-making and problem resolution to avert complaints and provide a positive customer service experience. Handles and resolves subsequent Customer Service issues for guests in a timely and efficient manner in accordance with Brand-Specific Guidelines and in coordination with the appropriate company representative/manager.
- Other duties may be assigned.

Pier Coordinator

General Overview

Responsible for reviewing and adjusting pier reports throughout the embarkation process in cooperation with the ship's Guest Administration Officer/Documentation Officer. Assists Check-In Staff to review necessary travel documentation and ensures compliance before boarding. Performs Check-In responsibilities as required to assist with embarkation process.

Works with Pier Supervisor to handle complaints/concerns or discrepancies in documentation as they present themselves. Ensures documentation requirements are met for all guests boarding and populates necessary reports for Customs, Immigration and/or other required reports for the ship to sail.

Positional Summary

- Works with Pier Supervisor and ship's Documentation Officer to review Nationality Breakdowns and Itinerary to assess guest travel documentation needs are enforced throughout the embarkation process.
- Assists Check-In Staff to review necessary guest documentation. Including, Visas, Minor Consent Forms, Medical Forms, Documentation discrepancies, etc.
- Assists shipboard Documentation Officer to balance all reports and manifests as required by Immigration prior to sailing.
- Validates Name and/or Stateroom Changes, printing new SeaPass Cards (when applicable) Works closely with shipboard department heads to ensure proper communication, operational execution, and resolution of problems concerning the turnaround.
- Assists Pier Supervisor fill in appropriate reports (operational and supervisory) according to established timelines and management directives.
- Assists with One-Off circumstances as they appear to reduce wait times for check-in.
- Listens and mediates any guests' issues and escalates to Pier Supervisor when necessary.
- Assists Pier Supervisor to perform administrative duties by maintaining accurate records regarding all operational situations during each turnaround including metrics, denied boarding cases, operational timelines, required documentation, incident reports, flight patterns/parameters, checklists, staff attendance sheets, etc.
- Assists with guests, contractors, shipboard entertainers, crew family, etc. that are not able to be checked in by mobile or counter staff.
- Other duties may be assigned.
- Must complete assigned Guest Port Services University coursework and attend all necessary trainings.

Airport Supervisor

General Overview

Responsible for overseeing all aspects of the Airport Operation in the lead-up to and during Turnarounds. Airport Operations incorporates welcoming and directing inbound guests to pre-arranged transportation to hotel(s) or directly to the pier, welcoming and directing outbound guests from transfers to the appropriate airline check-in counter(s), coordinates with the Pier Supervisor during Turnaround Operations to ensure arriving and departing guest's experience is compliant with Brand-Specific Guidelines. Ensures associated operational, administrative, planning and execution of all required duties and carried out appropriately. Handles complaints/concerns or necessary corrections as they present themselves. Ensures associated operational, administrative, planning, and execution duties are carried out appropriately and accordance with Ground Handler direction and all RCCL Brand-Specific Standards. Assesses operational challenges, both in advance and in real-time to plan/implement appropriate mitigation to assure maintenance of Brand-Standard Guest Experience.

Positional Summary

- Assists GPS Account Manager and Pier Supervisor in carrying out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Works with the Pier Supervisor to coordinate reception and transfers for all arriving and departing guests on Guest Travel Services (GTS) via Brio reports in the lead-up to and throughout each turnaround.
- Coordinates with Pier Supervisor for detailed planning and execution of operations as needed. This includes research of information, changes in operational details, communication, and necessary documentation in an appropriate timeline.
- Coordinates arrival and departure transfers with the Pier Supervisor to avoid congestion in either the Airport or Pier Operations.
- Ensures the Brand-Specific Guest Experience expectations are met which includes exceeding rating targets and quality assurance standards.
- Submits all appropriate reports (operational and supervisory) according to established timelines and management directives via Pier Supervisor.
- Handles and resolves any and all Customer Service issues for guests at the airport in a timely and efficient manner in accordance with Brand-Specific Guidelines and in coordination with the appropriate company representative/manager.
- Other duties may be assigned.

Zone Lead

General Overview

Responsible for Guest Port Services operational duties in a specific zone area of the pier or airport in the Port of Miami, Port Everglades, Miami International Airport or Fort Lauderdale International Airport. The operation addresses the movement, meeting & greeting, processing, and servicing of arriving and departing guests on a ship's turnaround day. Assists the Team Leader and Supervisor as both an agent and zone lead as directed.

Handles complaints/concerns or necessary corrections as they present themselves. Ensures all daily operations are conducted in accordance with Ground Handler direction and all RCCL Brand-Specific Standards. Assesses operational challenges in real-time with Pier Supervisor to implement appropriate mitigation to assure maintenance of Brand-Standard Guest Experience.

Positional Summary

- Ensures zone is prepared, stocked and setup according to the operational plan.
- Maintains a smooth, professional operation in assigned zone(s) according to Operations Plan and RCCL Brand-Specific Guidelines throughout the turnaround operation.
- Adjusts staff positions and responsibilities within assigned zone(s) during operations to meet changing needs or in response to special circumstances as they occur.
- Monitors assigned zone(s)' staff performance, offers coaching/correction as required and reports to Pier Supervisor when necessary.
- Works with Pier Supervisor for detailed planning and execution of operations for each sailing and/or turnaround. This includes research of information, changes in operational details, communication, and necessary documentation in an appropriate timeline.
- Maintains open communication with Pier Supervisor and other Zone Leads to coordinate turnaround operation and avoid issues.
- Ensures the Brand-Specific Guest Experience expectations are met within assigned zone(s), which includes exceeding rating targets and quality assurance standards.
- Assists Pier Supervisor with appropriate reports (operational and supervisory) according to established timelines and management directives.
- Acts as the primary managerial contact point in assigned zone(s) to address complaints or issues, often requiring instant decision-making and problem resolution to provide a positive customer service experience according to RCCL Brand-Specific guidance.
- Other duties may be assigned.
- Must complete assigned Guest Port Services University coursework and attend all necessary trainings.

Check-In Staff [Embark]

General Overview

Responsible for completing and/or verifying check-in information provided by guests at the pier. Acts as a ship's representative for embarking guests, providing Brand-Specific Guidelines for Customer Service.

Works at the direction of the Pier Supervisor and/or Pier Coordinator(s) to facilitate all travel documentation checks, special-circumstance accommodation as needed.

Attends necessary training to ensure proficiency with computer operating systems, Brand Identity, documentation requirements, RCG company policies and customer service guidelines.

Upholds the Royal Caribbean Privacy Policy ensuring the safety and security of guest's personal data including but not limited to medical conditions, facial photographs, and passport and credit card information.

<https://www.royalcaribbean.com/resources/privacy-policy>

Positional Summary

- Ensures all tools, equipment and supplies needed are available and functioning at individual workstation prior to Check-In start.
- Ensures workstation is neat and presentable throughout the duration of the turnaround operation.
- Acts as the RCG Brand-Specific representative at the pier, adhering to personal grooming standards, greeting and smiling, providing information, customer service, assistance and/or accommodation when needed.
- Validates and all required travel documentation for all guests, including proof of citizenship, Health Declaration(s), other supporting documentation as needed.
- Reports any documentation discrepancies to Pier Supervisor and/or Pier Coordinator(s) for review.
- Within limits of responsibility, offer tailored solutions to individual problems/issues when/if any occur.
- Attends briefing at the beginning of their shift on what is expected for the day.
- Other duties may be assigned.

Counter Check-In Staff

- Utilizes a laptop, barcode scanner (for SetSail Passes and Xpress Passes), document swiper (for passport and credit card), and camera to check-in guests.

Mobile Check-In Staff

- Utilizes a tablet with the custom application, Agent App, to fully embark qualifying guests.

ACP / Gangway Staff [Embark]

General Overview

Supports the Access Control Point (ACP) guest boarding operation at the gangway by cheerfully and efficiently assisting the preparation and process of transitioning guests from the terminal to the ship. Works with Ship's Security representative to maintain Global Security standards throughout the process. Maintains contact with Pier Supervisor to inform of congestion as it occurs and make real-time adjustments as needed. Attends necessary training to ensure complete understanding of RCCL Brand Identity, company policies and customer service guidelines.

Positional Summary

- Ensures gangway is clean and setup according to Guest Flow Plan for appropriate ship. All signage in place and stanchions placed appropriately.
- Greets all guests as they approach and ensures guests have their own SetSail/Xpress Pass or SeaPass cards in hand.
- Ensures all guests remove hats, sunglasses or inappropriate attire for photo/ID inspection at ACP/Gangway.
- Acts as the RCG Brand-Specific representative at the pier, adhering to personal grooming standards, greeting and smiling, providing information, customer service, assistance and/or accommodation when needed.
- Maintains a clearly visible position to direct all arriving guests without missing or being missed.
- Works with onboard Security and IT to maintain functionality of all necessary equipment throughout embarkation process.
- Coordinates with Pier Supervisor and Directional Staff to avoid congestion by redirecting traffic as needed.
- Identifies need and arranges assistance for guests with special needs when necessary. Informs appropriate member(s) of staff to ensure there are no gaps in service.
- Within limits of responsibility, offer tailored solutions to individual problems/issues when/if any occur.
- Other duties may be assigned.
- Must complete assigned Guest Port Services University coursework and attend all necessary trainings.

Traditional ACP Staff

- Utilizes a traditional Access Control Point unit along with a bar-code scanner, and camera to verify guests and assign a status of either "onboard" or "ashore".

Mobile ACP Staff

- Utilizes a tablet to verify guests and assign a status of either "onboard" or "ashore".

Directional Staff

General Overview

Supports the guest departure/arrival process by offering a warm welcome, directing efficiently, and answering questions, as necessary.

Maintains contact with Pier Supervisor to inform of congestion as it occurs and make real-time adjustments as needed.

Attends necessary training to ensure complete understanding of RCCL Brand Identity, company policies and customer service guidelines.

Positional Summary

- Ensures assigned areas are clean and setup according to Guest Flow Plan for appropriate ship. All signage in place and stanchions placed appropriately.
- Ensures necessary forms and supplies are available, neat and well stocked whenever necessary.
- Greets all guests as they approach and directs them to the next steps.
- Ensures all guests have the appropriate documentation in hand for the next step.
- Acts as the RCCL Brand-Specific representative at the pier, adhering to personal grooming standards, greeting and smiling, providing information, customer service, assistance and/or accommodation when needed.
- Maintains a clearly visible position to greet all arriving guests without missing anyone or being missed.
- Coordinates with Pier Supervisor and other Directional Staff to avoid congestion by redirect traffic as needed.
- Identifies any need and arrange assistance for guests with special needs. Informing appropriate members of staff to ensure there are no gaps in service.
- Reviews Mobility Assistance capabilities are sufficient to meet demand specific to daily operations and inform Pier Supervisor to adjust as needed.
- Within limits of responsibility, offer tailored solutions to individual problems/issues when/if any occur.
- Other duties may be assigned.

Directional Staff [Debark]

- Supports the guest departure process by organizing and coordinating the Luggage Layout in the Baggage Hall.
- Reviews Debark Plan for Luggage Layout, Departure Schedule and Transfer Info.
- Ensures all self-assist and express walk-off guests have all luggage.
- Monitors Luggage Layout to ensure baggage is placed in the appropriate area(s) for collection.
- Locates bags without tags, to collect and isolate in the designated area.
- Directs guests to Lost Luggage Desk when needed.

Lost Luggage Staff [Debark]

- Supports the guest departure process by acting as the contact agent for confirmed lost luggage situations that require official support.
- Provides assurance and security to guests as well as appropriate information on follow-up steps required.

- Actively circulates among debarking guests to inquire after the need for assistance, locating bags, offering directions and/or general support as needed.
- Has a comprehensive understanding of RCCL Lost Luggage Protocols and Policies.
- Ensures all Lost Luggage claims are recorded via Personal Property Report (PPR) Form (in triplicate). Issue the yellow copy of the report to the guest and file the white and pink copies for submission to Post Cruise Customer Service/Lost Luggage.
- Advises guest to complete the lost report in chargerback.com
- Assures guest that they are in good hands, and that everything that can be done to reunite them with their luggage will be done. Offers them the appropriate toll-free number for Post-Cruise Customer Service if appropriate.

Directional Staff [Embark]

- Ensures all guests have their SetSail/X-Press Pass, Passports and Credit Cards in hand as they enter the appropriate queue.

Greeter [Embark]

- Makes essential announcements such as the arrival appointment times being accepted and what travel documents will be needed ahead and directs guests through terminal entrance.

Line Staff [Embark]

- Provides a smooth hand-off to Check-In Staff and maintains priority guest flow integrity throughout turnaround operation.
- Greets all guests as they approach Check-In queues and direct them to the appropriate Priority Lane according to documentation provided.
- Ensures all guests have their SetSail/X-Press Pass, Passports and Credit Cards in hand as they enter the appropriate queue.

Curbside Staff

General Overview

Supports the guest arrival process by meeting and greeting all guests as they arrive to the terminal via coach, taxi, private car, or spaceship. Responsible for controlling and organizing the coach transfer arrivals and departures to ensure smooth processes for all guests. Provides information and directional assistance so guests are aware of their next steps.

Works with the Pier Supervisor and/or Airport Supervisor to facilitate all departing and arriving transfers to avoid congestion at airport and pier.

Attends necessary training to ensure complete understanding of RCCL Brand Identity, company policies and customer service guidelines.

Positional Summary

- Ensures curbside area(s) appropriately staffed according to Operating Plan, and/or special operating needs.
- Reviews operation in real-time to optimize staff placement to reduce service gaps before they become an issue.
- Maintains contact with Airport and Pier Supervisor (and Hotel Agents when applicable) to coordinate transfer departures and arrivals. Reports delays or issues to appropriate supervisor as necessary.
- Ensures all necessary supplies are available; appropriate manifests, blank luggage tags, radio/deck phone, etc....
- Acts as the RCCL Brand-Specific representative at the pier, adhering to personal grooming standards, greeting and smiling, providing information, customer service, assistance and/or accommodation when needed.
- Works with Porters/Stevedores to maintain service is not interrupted for all departing/arriving guests.
- Controls all departing and arriving transfer vehicles to organize loading/offloading guests and luggage to avoid confusion or congestion.
- Review guest documentation upon arrival to assist with direction/next steps.
- Ensures Porters and/or Bus Drivers are not actively soliciting gratuities and are offering services as required to all guests.
- Identifies need and arrange assistance for guests with special needs upon arrival. Informs appropriate members of staff to ensure there are no gaps in service.
- Reviews Mobility Assistance capabilities are sufficient to meet demand specific to daily operations and inform Pier Supervisor to adjust as needed.
- Within limits of responsibility, offer tailored solutions to individual problems/issues when/if any occur.
- Dress appropriately for weather conditions.
- Other duties may be assigned.
- Must complete assigned Guest Port Services University coursework and attend all necessary trainings.

Curbside Staff [Debark]

- Must be aware of different methods of transportation arriving and curbside staging.

- Ensure curbside, sidewalk, and pedestrian pathways are clear.

Curbside Staff [Embark]

- At ports with multiple terminals/piers, staff must ensure that each arriving vehicle is at the correct location before guests and luggage are dropped off.
- For each arriving Air/Sea coach, Staff to welcome and inform guests of next steps.
- Ensure all guests have SetSail/XPress Pass and Passports (or approved Photo ID) in hand.
- Advise guests who have any medication in luggage to collect before porters collect bags.
- Ensure that all checked bags have appropriate, undamaged tags attached.
- Remind guests to check that all personal effects have been collected from seats before departing coach/vehicle.
- Direct guests to next steps as dictated by arrival paperwork.

Special Assist Staff

Supports special assist guest during the arrival or departure process. Responsible for guiding special assist guests and their families through the terminal from designated point A to designated point B. Provides information and assistance so guests are aware of next steps.

Attends necessary training to ensure complete understanding of RCG Brand Identity, company policies and customer service guidelines.

Positional Summary

- Knowledgeable of the Ten Commandments of Communicating with People with Disabilities and Guide to Etiquette and Behavior for guests with the following disabilities:
 - Disability – Uses Wheelchair
 - Disability – Blind and/or Visually-Impaired
 - Disability – Difficulty with Speech
 - Disability -- Deaf and/or Hearing Impaired
 - Disability - Autism
- Identifies any need and arrange assistance for guests with special needs this includes assistance in pushing wheelchairs, escorting guests, etc.
- Informing appropriate members of staff to ensure there are no gaps in service.
- Works with shipboard special assist staff to ensure there are no gaps in service for departing and arriving guests.
- Advises guest on next steps, what documentation they must have ready.
- Does not actively solicit for gratuities.
- Reviews Mobility Assistance capabilities are sufficient to meet demand specific to daily operations and inform Pier Supervisor to adjust as needed.
- Coordinates with Pier Supervisor and other Directional Staff to avoid congestion.
- Within limits of responsibility, offer tailored solutions to individual problems/issues when/if any occur.
- Dress appropriately for weather conditions.
- Other duties may be assigned.
- Must complete assigned Guest Port Services University coursework and attend all necessary trainings.
- While rendering assistance we are do not permit guests in wheelchairs or mobility devices to carry anything other than a personal item (i.e. purse, backpack, brief case) in their laps, between their legs or on the foot rests.

The Ten Commandments of Communicating with People with Disabilities

1. Speak directly rather than through a companion or sign language interpreter who may be present.
2. Offer to shake hands when introduced. People with limited hand use or an artificial limb can usually shake hands and offering the left hand is an acceptable greeting.
3. Always identify yourself and others who may be with you when meeting someone with a visual disability. When conversing in a group, remember to identify the person to whom you're speaking.

4. If you offer assistance, wait until the offer is accepted. Then listen or ask for instructions.
5. Treat adults as adults. Address people with disabilities by their first names only when extending that same familiarity to all others. Never patronize people in wheelchairs by patting them on the head or shoulder.
6. Do not lean against or hang on someone's wheelchair. Bear in mind that people with disabilities treat their chairs as extensions of their bodies. And so do people with guide dogs and help dogs. Never distract a work animal from their job without the owner's permission.
7. Listen attentively when talking with people who have difficulty speaking and wait for them to finish. If necessary, ask short questions that require short answers, or a nod of the head. Never pretend to understand; instead repeat what you have understood and allow the person to respond.
8. Place yourself at eye level when speaking with someone in a wheelchair or on crutches.
9. Tap a person who has a hearing disability on the shoulder or wave your hand to get his or her attention. Look directly at the person and speak clearly, slowly, and expressively to establish if the person can read your lips. If so, try to face the light source and keep hands, cigarettes and food away from your mouth when speaking. If a person is wearing a hearing aid, don't assume that they have the ability to discriminate your speaking voice. Never shout at a person – speak in a normal tone of voice.
10. Relax. Don't be embarrassed if you happen to use common expressions such as "See you later" or "Did you hear about this?" that seem to relate to a person's disability.

Guide to Etiquette and Behavior – Working with Guests with Disabilities

Disability – Uses Wheelchair

- There is a wide range of physical abilities among those who use wheelchairs. The person who uses them may require different degrees of assistance. All wheelchairs are not the same. Different sizes and shapes meet different needs. Just because one individual could access an area in his/her chair, does not mean everyone will be able to do so.
- If you are asked to fold, carry, or store a wheelchair, treat it with the same kind of respect that you would if you were holding someone's eyeglasses. They are similar in many ways. They can break; they are difficult to have repaired on short notice and weekends; and it is extremely disruptive to the user when not working.
- When speaking to someone who uses a wheelchair, remember to give the person a comfortable viewing angle of yourself. Having to look straight up is not a comfortable viewing angle.
- Do not assume that the person using a wheelchair needs assistance. Ask the person if there is anything special you can provide.
- Do not come up to someone who is using a wheelchair and start pushing them without asking.

When pushing wheelchairs:

- Disengage brakes
 - Push slowly with both hands
 - Push with your legs, not arms or back
 - Push only one wheelchair at a time
 - Scan floor for any potential bumps, gaps, spills and debris
 - Do not talk on the telephone or radio. Stop and set brakes if you must take or make a call
 - Do not tilt wheelchairs unless you have anti-tip bars
- When stopped, engage brakes

Disability – Blind and/or Visually-Impaired

- Many people who are blind are quite mobile and independent. Some people who are blind view blindness not as a disability as much as an inconvenience.
- Introduce yourself. Identify who you are and what your job or role is. Give the person verbal information that is visually obvious to those who can see.
- Lead someone who is blind only after they have accepted your offer to do so. Allow them to hold your arm rather than you are holding them. It is important to let them control their own movements.
- Tell them when you have brought new items into their environment, describing what they are and, most importantly, where you have put them.
- Persons who are blind have a long history of being patronized and talked to as if they were children. They have more often been told what to do rather than asked what they would prefer doing. This attitude is not acceptable towards any person.

Disability – Difficulty with Speech

- There are many reasons for having difficulty with speech. Deafness, cerebral palsy, stroke, head injury, physical malformation of speech mechanisms and general speech impairment are just a few.
- If you do not understand what the person is saying, bring it to their attention immediately and ask them how the two of you may better communicate.
- If it is a stressful situation, try to stay calm. If you are in a public area with many distractions, consider moving to a quiet or private area.
- Do not pretend to understand them when you really do not and do not finish people's sentences for them.

Disability -- Deaf and/or Hearing Impaired

- Most people who are deaf or hearing-impaired have some hearing rather than no hearing at all.
- Sign language is not another form of English; it is an official language with its own grammar, contexts, and rules.
- Find out how the person best communicates, if the person uses an interpreter, address the person, not the interpreter.
- If the person reads lips, speak in a normal, not exaggerated way. Short, simple sentences are best.
- If there is some doubt in your mind whether they understand you correctly, rephrase your statement and ask them if you have been understood.
- Be aware of situations where a person may be waiting for service (transportation) where the common way to communicate is an announcement or the calling of the person's name. Make sure you take notes and develop an alternative way of notifying them.
- Do not become impatient or exasperated with the person if it takes longer to communicate. Make sure there are no physical barriers between you and the person while in conversation.
- If the person is using hearing aids, avoid conversations in large, open, noisy surroundings. Consider moving to a quiet or private location.

Secondary Wellness Agent

- **General Overview**

The Secondary Wellness is an agent that is used when a guest answers yes to Health and Safety questions. This agent will work closely with the ship’s medical team to determine if the guest is fit to sail.

Secondary Wellness Agent

Should be seasoned agents with advanced technical skills and the Agent App experience. They should also possess initiative, critical thinking skills, and interpersonal soft skills. In summary, these agents should be located as a Mobile Agent or Counter Agent. These agents will have a double duty. They will perform the task of a Mobile Agent or Counter Agent or Pier Coordinator. When needed they will act as the Secondary Wellness Agent. All other Agents should know who the Secondary Wellness Agent is and procedure for escorting guest to the designated area.

Health Questionnaire

- Agents will validate that guests have completed the Health and Safety Questionnaire in Agent App and conduct a verbal check that the information remains the same as previously recorded.
- For those guests that have not completed the Health Questionnaire, wellness agent will ask each question verbally and accurately record the responses on the wellness agent app.
- Any guest who responds yes to the Symptoms question will be escorted to the Wellness Lead or designated area.
- The Wellness lead will then complete the paper Health Question Form and send it (via WhatsApp Chat) to the Onboard Medical Team for review. The Medical team will approve or deny boarding.
- If the guest is denied boarding, follow the denied boarding protocol in the denied board section of the manual.

Note: Refer to SOP Secondary Wellness Screening.


Royal Caribbean Group

Health Questionnaire

Date _____ Ship _____ Guest Name _____ Stateroom # _____

Please list any additional guests traveling in your party

Guest Name(s) _____	Stateroom # _____
Guest Name(s) _____	Stateroom # _____
Guest Name(s) _____	Stateroom # _____
Guest Name(s) _____	Stateroom # _____

In the last 72 hours (14 days for Singapore only), have you experienced any significant:	YES	NO
Headaches (Secondary Screening)		
Cough (Secondary Screening)		
Nasal Congestion (Secondary Screening)		
Fatigue/Muscle Aches (Secondary Screening)		
Sore Throat		
Fever/Chills (Temperature above 100.4 F, 38 C)?		
Difficulty Breathing		
Sudden loss of taste/smell		
Nausea/Vomiting		
Diarrhea		
Will you be more than 23 weeks pregnant any time during the cruise?		
In the last 14 days, have you been in contact with anyone who has influenza, pneumonia, or SARS-CoV-2?		

1. Are you able to comply with the RCG Face Mask Policy?
 YES NO

2. Did the guest mistakenly answer yes on the health questionnaire in the app?
 YES NO

Specify symptom(s): _____

Chapter 7 - Policies and Procedures

Add-on / Reinstate Booking

Purpose: There are circumstances when arriving guests are not in Fidelio; after validating with AS400 and GSM/GRD you may need to add the guests into Fidelio.

Description: Guest booking status can change from booked to cancelled in our reservation (AS400) or check-in system due to lack of payment, RCG mistake, or guest mistake. Guest name may be TBA/TBD.

Important: Sailings close between 24 to 72 hours prior to sailing. When sailings are closed no additional changes can be made and transmitted to Fidelio. Often guests are not aware of their new cancelled status and arrive at the pier. Depending on the situation, bookings may be reinstated.

Existing Bookings: Cases of add-ons exist in AS400 but are in cancelled status.

New Bookings: Non-existent bookings that need to be created from scratch, for instance, an entertainer or infant.

Prior to creating a new booking, we must have Staff Captain approval and run the guest through the Watch List. The Staff Captain approval must be in an email. You will then collaborate with the Guest Administration Officer or Guest Documentation officer to reinstate the guest.

Reinstate Booking Procedure:

1. Understand why the guest's booking was cancelled.
2. Guest is willing to pay today's fare if we can re-instate the booking.
3. Ensure the guests selected stateroom or same category room is available.
 - a. If guest is willing to downgrade, Call Center to quote the rate with taxes and fees.
4. Involve Guest Services Manager/Guest Relations Director; to reinstate the booking we need the Staff Captains approval.
5. Run guest's full name and date of birth through the Watch List.
6. Contact the Call Center team for pricing.
 - a. Royal Caribbean International
 - Weekday Ships: Pier Supervisor to contact their Account Manager; AM will then Team's message the GPS/Call Center Questions group chat. Call Center team will provide pricing and the Financial Controller will run the guest's credit card.
 - Weekend Ships: Pier Supervisor to contact their Account Manager; AM will then message the Executive Agent on call (this person is listed on the Weekend Sups and Executive Agent on Duty weekly email). Executive Agent will provide pricing and the Financial Controller will run the guest's credit card.
 - b. Celebrity Cruises
 - Pier Supervisor to contact their Account Manager; AM will then contact Krista Garcia from Celebrity Cruises Escalation team.
7. Once guest is added in Fidelio, complete the normal check-in process. Ensure to print a SeaPass card.

New Booking:

- New Booking: Pier Coordinator to collaborate with the Guest Administration Officer or Guest Documentation officer to reinstate the guest. GAO or GDO will provide booking sequence numbers, and pax ID, to reinstate the guest.
- Balance due receipt, Financial Controller will charge the guest's folio.

See *Fidelio Pier Coordinator Manual* for detailed steps on how to add guests in Fidelio.

Note: No Show staterooms should not be utilized as guests may join in a port-of-call.

Alcohol, Casino, Smoking Policy

Guest Policy

Purpose: To ensure RCG abides by government laws regarding consumption of alcoholic beverages, casino, and smoking the following rules apply.

Alcohol Policy: For sailings departing from the United States, the Caribbean, Canada, or the United Arab Emirates the drinking age aboard is 21. For sailings departing in South America, Europe, Asia, Australia, New Zealand the drinking age aboard is 18.

Important: On embarkation day when each guest (of legal drinking age) is permitted to bring onboard one (1) 750 ml bottle of wine or champagne (which are subject to a corkage fee) per guest. Security may inspect containers (including water bottles, soda bottles, mouthwash, canteens, etc.) at any time and will dispose of alcohol concealed in such containers. Sealed alcohol confiscated by ship's personnel will be returned to guests just prior to the conclusion of their cruise vacation. Guests who are under the permitted drinking age will not have alcohol returned to them. We reserve the right to revoke or otherwise restrict drinking privileges of any guest, regardless of age.

Casino Policy: Guests eighteen (18) years of age and older are welcome to play in our casinos (for all Alaska sailings, guests must be 21 years of age in order to play in our casinos). Minors are permitted to walk through the casino but are not permitted to loiter or be left unattended. Casino Management has the right to request government-issued photo ID to show proof of age.

Smoking Policy: Smoking is not permitted onboard except within the designated smoking areas. This policy also applies to cigarette, cigar, pipe, and smoking-like products such as electronic cigarettes. Additionally, smoking will not be permitted in staterooms or on stateroom balconies/verandas. Guests in violation of the stateroom and balcony smoking policy may be assessed a \$250 stateroom cleaning fee.

Important: Smoking is never permitted in the casino for any ships departing from Australia and the United Kingdom.

RCI: Casino Royale historically allows smoking and has a designated area for non-smoking guests. There is visible signage indicating the non-smoking area in the casino.

CEL: For the health and comfort of our guests, smoking is not permitted in the casinos, although it's allowed in designated outdoor areas.

Autism Assistance

Guest Policy

RCG is required to provide reasonable accommodations to our guests with disabilities, including our guests with Autism. Assistance is provided for both the boarding and departure process. It is the responsibility of the pier supervisor to ensure Autism assistance is provided to the guests during the turnaround day, in full compliance with the policy.

Individuals: Ground Handlers are empowered to run the Power BI Sailing Profile and research special needs bookings. Account Managers will work directly with Pier Supervisors and pier staff to ensure accommodations and request are met.

Groups: Autism group information will include size of the group and any special requirements as well as direct contact information for the Autism Group leader. Account managers will work directly with Pier Supervisors and pier staff to ensure accommodations and requests are met.

Important:

- Individuals- If a guest notifies staff that they are traveling with a guest with Autism, please escort them through security and onto the ship as soon as possible.
- We will use the honor system and take the guests word if a guest identifies themselves or a member of their travel group as Autistic. The guest will not be questioned further.
- For Groups- Pier Supervisor or a designated pier staff member will meet with the Autism Group Leader and designated Autism Group Staff in the morning to walk through the check-in process.
- Autism group staff will be available throughout the check-in and departure process, to assist the Autism Group.
- Signage- Autism Staff will provide signs upon arrival to the port. Signs need to be posted in various locations to assist and lead guests to the appropriate locations for priority check-in and seating.
- When available, a designated seating area will be provided to the guests with Autism when boarding has not yet commenced. When possible, this area will be separate from other guests. Pier Supervisor will advise the seating location to the Shipboard Event Coordinator.
- Ship Departure Coordinator will work with Pier Supervisor for scheduling departure time off the ship. In ports where it is available, guests with autism be prioritized through the immigration queue.
- The ground handlers and pier supervisors are responsible for training their pier staff, using the information in this document.
- Logo:



Denied Boarding

Guest Policy

The goal for Royal Caribbean International and Celebrity Cruises, is to ensure that our guests can enjoy their cruise vacation onboard our ships as planned.

Certain circumstances may apply which would prevent a guest from sailing. It is the responsibility of the Guest Services Manager or Guest Relations Director in conjunction with the Pier Supervisor to make the final decision as to whether the guest should be denied boarding.

IMPORTANT: Do not leave the guests unattended and decide to process them later in the day. Immediately proceed with the following instructions as soon as the guest(s) is confirmed they will be denied boarding.

- Demonstrate Empathy
- Escort guests to the Pier Coordinator and explain the next steps/timeline
- Note remarks in AS400 and post a message in Fidelio (Do not allow to continue with log)
- Instruct shipboard and Pier Supervisor to retrieve luggage, follow-up on tracking
- Execute proper procedures; remark Denied Boarding in Fidelio and no show the guest.
- Do not leave guest(s) unattended, continuously check on the guest

Procedures:

- Guests should be taken to a designated area that is private (if possible) so that the situation can be handled discreetly
- Guest informed of the denial and the reason
- Guest presented with corresponding denial of boarding letter with checklist
- Pier Supervisor to begin luggage retrieval process
- Pier Supervisor to assist with onward travel plans by contacting ETT if applicable
- Pier Coordinator to document denied boarding log, AS400, and Fidelio with denial information.
- Contact the GSM/GRD to inform them of the situation
- Frequent and timely touchpoints with the guest to advise of updates or just checking on them.
- Ask guests do they need anything, i.e., water/snacks/ restroom facilities/telephone/power
- If the situation cannot be resolved, contact the GSM/GRD for the final process to conduct the actual denied boarding of the guest(s). Cancel the booking in Fidelio.
- Escort guest with luggage from terminal.
- End of day summary with guest details to be sent to:
 - Royal: RCIShipAssist@rccl.com
 - Celebrity: EngagementCenterSupervisors@celebrity.com

Note: Refer to SOP Denied Boarding

The different scenarios below provide an overview of reasons why a guest would be denied boarding, some situations may have mitigation in place while others have no recourse. Always discuss potential denied boardings with the Guest Services Manager or Guest Relations Director, definitive denial is the ship's decision.

Policy Title	Policy Summary	Mitigation
Birth Certificate	US guests must provide a government-issued birth certificate with government-issued photo identification.	A picture or photocopy of a government-issue birth certificate will be accepted in most ports.
Health Denial i.e., Gastrointestinal Illness (GI), COVID +	If a guest response yes to the Health Questionnaire they will be sent to a secondary screening where a paper Health Questionnaire will be completed and assigned team member will take guests vitals. This shipboard medical officer will then determine whether the guest should be allowed to board the ship or denied boarding.	N/A
Guest Conduct Policy	This Guest Conduct Policy is intended to help ensure that all guests can participate in a safe and enjoyable cruise experience and sets forth standards of conduct for guests to follow throughout their Royal Caribbean Group. If the guest is in violation of any Guest Conduct Policy, it is the discretion of the Chief Security Officer and Guest Relations Director/Guest Services Manager to either board the guest or deny boarding.	N/A
Improper Visa and Documentation Requirements	The importance of compliance with local laws and government regulations must be clearly understood. Failure to comply with these laws and regulations could place the ship and company in jeopardy of fines or detainment. If the guest is missing a visa or other documentation needed for the sailing it is ultimately the ship's decision.	N/A
Late Arriving Guests	APIS Manifest - Procedure has evolved to closing the doors 30 to 90 minutes prior to sailing (timing depending on the port).	In some cases, with the shipboard teams buy-in, we can pre-check-in guests that are arriving late so that the ship may be able to send the manifest to government agency for ship clearance. If the guests do not make it on time the Guest Administration Officer/Documentation Officer can change the guest status to no show.
Name changes	It is required that the name on the reservation match exactly as the guest's authorized travel document. Name changes on the day of sailing are not allowed. While name changes are not allowed, name corrections are permitted. Primary citizenship identification (i.e., passport) must match the full name in the check-in system. If there is a name change of any sort, escort the guest to the Pier Coordinator or Pier Supervisor.	Linking document are not necessary as long as first name and guest date of birth match. Ensure to update the guest's name to match the government name. Run the guests updated name correction on the guest watchlist.

<p>Pregnancy</p>	<p>If a guest is or will be more than 23 weeks into the pregnancy at any time during the cruise or cruise tour will not be permitted to sail without exception.</p> <p>If the guest responded “no” to the pregnancy question but visibly appears to be more than 23 weeks pregnant; in this case, the pier agent should advise the pier coordinator to bring it to the attention of the GSM/GRD.</p>	<p>N/A</p> <p>Doctor’s letter, notes, waivers, or permissions will NOT be accepted.</p>
<p>Self-Care</p>	<p>Guests must be deemed Fit to Travel, this means that the guest can independently take care of themselves throughout the course of their cruise. If there is a question during the check-in as to the guest’s ability to-</p> <ul style="list-style-type: none"> • Independently provide for their personal needs or hygiene. • Travel without anyone able to assist. • Exhibit signs or symptoms of mental instability/deficit. <p>This shipboard medical officer will then determine whether the guest should be allowed to board the ship or denied boarding.</p>	<p>N/A</p>
<p>Trade Sanctions</p>	<p>The U.S. Department of Treasury's Office of Foreign Asset Control (OFAC) administers a variety of trade embargoes and economic sanctions programs that are applied to some countries. Currently, the most restrictive measures are imposed against the following Sanctioned Countries:</p> <ul style="list-style-type: none"> • Cuba • Iran • North Korea • Syria • Crimea, Donetsk, and Luhansk regions (control of which is disputed between Ukraine and Russia) 	<p>N/A</p> <p>See policy for more information as to what documents must be presented at check-in.</p>

Minor and Underage Policy

<p>Infant Sailing Age</p>	<p>Infants sailing on all cruises regardless of where they sail from, must be at least 6 months old as of the first day of the cruise and/or Cruise Tour.</p> <p>For transatlantic, transpacific, Hawaii, select South American and other selected cruises and/or Cruise Tour or cruises with 3 or more consecutive cruise days infants must be 12 months on the first day of the cruise.</p>	<p>N/A</p>
<p>Minimum Sailing Age</p>	<p>Minimum age to sail unaccompanied on sailings originating in North America is twenty-one (21).</p> <p>Minimum age to sail unaccompanied on sailings originating in South America, Europe, Asia, Australia, and New Zealand is eighteen (18).</p>	<p>Regulation is waived for under-age married couples, during pier check-in, the couple must present proof of their marriage.</p> <p>Guest who are active-duty members of the United States or Canadian armed</p>

	No Guest younger than the age twenty-one (21) will be assigned to a stateroom unless accompanied in the same stateroom by an adult twenty-one (21) years old or older. A guest's age is established upon the first date of sailing.	forces age restriction will also be waived; military ID is required. This age limit will be waived for children sailing with their parents or guardians in connecting staterooms.
Child traveling with one parent only	When the child is traveling with one parent and the names are the same, no additional documentation is required. Written permission is not needed from the parent who is not sailing.	N/A
Child traveling with one parent and different names	Should the last names of the parent and minor child traveling with them differ, the Pier Supervisor must be able to confirm relationship through a series of questions. Questions for parent: <ul style="list-style-type: none"> • What is your son's / daughter's birth date? • What is your son's / daughter's full name? Questions for minor: <ul style="list-style-type: none"> • Are you excited to go on vacation? • Who are you traveling with? • What is your mother's name? 	N/A
A child not traveling with parents	Adults who are not the parent or legal guardian of a minor traveling with them must present an original, notarized letter signed by the child's parent(s) authorizing the adult to take the child on the specific cruise, supervise the child, and allow emergency medical treatment to be administered, if needed. This is necessary even when the adult traveling is part of the child's extended family (i.e., aunts, uncles, grandparents, etc.).	N/A
Regulation on Unaccompanied Minor Children under the Age of 21 in a Stateroom	No guest under the age of 21 can be booked in a stateroom unless accompanied by an adult 21 years or older. No guest under the age of 21 can be booked in a stateroom unless accompanied by an adult 21 years or older.	This age limit will be waived for children sailing with their parents or guardians in connecting or adjacent stateroom.

Employee Standby Program

Guest Policy

Purpose: RCG encourages employees to cruise onboard their ships. Employees can choose to use their cruise benefits multiple ways, one of which is the Staff Standby Program. This program is available on select sailings in Miami.

Description: Royal Caribbean Group Employees will be able to sail standby on select ship(s). Royal Caribbean Group employees will submit their cruise request via ECR, if limited stateroom space the employee cruises coordinator will offer the employee the opportunity to sail via the standby program.

Important:

- Employees who choose to participate on the Standby program are not guaranteed to sail.
- Current and established process for shipboard family and ECCR will remain the same.
- Employee Cruise Coordinator will send a weekly email to the Guest Services Manager, GPS Account Manager, and the Ground Handler.
- Standby weekly list should contain priority number, the employee's name, other people sailing with them, and the final balance.
- The standby list will be limited to 3 employees.
- If any upgrades are available, they will be offered to guests first, then employees.
- No-show staterooms will NOT be used for this pilot. Only available or cancelled staterooms (e.g. cancelled by Customer Service or released due to denied boarding).
- Guest Services can continue to use their discretion to use No-show staterooms for their needs and will be responsible to managing them should the guests that were originally in those staterooms decide to downline.

Procedure:

- Employees on this program should arrive to the cruise terminal after 2:00 pm with an email from the Employee Cruise Coordinator. The employee should arrive to the cruise terminal with their luggage. They should wait near the Pier Coordinator Desk or other assigned location in the terminal.
 - Curbside staff should be advised not to collect luggage from employees on the standby list.
 - Security staff should be advised of the employees on the list.
- Guest Services Manager and Pier Supervisor/Pier Coordinator review the "available stateroom" report in the beginning of the day to ensure everyone is clear on the available staterooms.
- Employees on this program will not be permitted to sail unless the Guest Services Manager advise the Pier Coordinator/Pier Supervisor that they have a stateroom available for the employee.

The assigned stateroom must not be disputed by the employee. The stateroom assigned is the stateroom they receive.

The Pier Coordinator will assign the stateroom in Fidelio as decided by the GSM and have the guest complete the balance due receipt, the employee's onboard account will be charged the balance by the Financial Controller.

Fit to Travel/Self Care

Guest Policy

Purpose: To best service the guest, guests must be deemed Fit to Travel. This means that they can be completely independent during the course of their cruise.

Description: Guests with disabilities are not required to travel with another person as a condition to traveling on our ships. However, all guests must consider that crew members are not required to assist guests with personal tasks or personal hygiene needs (E.g., assisting with eating, dressing, and toileting).

Procedure: If there is a question during the check-in as to the guest's ability to-

- Independently provide for their personal needs or hygiene.
- Travel without anyone able to assist.
- Exhibit signs or symptoms of mental instability/deficit.

Procedure:

- The Check-in Agent will immediately inform the Pier Supervisor discreetly about their assessment of the guest fitness to travel.
- Pier Supervisor shall take over handling of the guest and make an individual assessment on the guest fitness to travel.
- Ensure that the guest is taken into a discreet location in the terminal to be able to comfortably wait for the ship's Doctor who will report to the terminal swiftly to interview the subject.
- If the guest is not fit to travel, do not leave guests unattended.
- Confirm the guest is traveling alone or if he or she is with someone who can assist the guest.
- If the guest is linked to another booking, the Pier Supervisor will attempt to locate and contact those traveling with the guest to satisfy our concerns.
- If the guest is traveling alone, the Pier Supervisor in his/her discretion, has concerns, the Pier Supervisor will immediately contact the ship's Doctor and Guest Services Manager.
- The ship's doctor makes a final assessment on the guest's ability to care for themselves for the duration of their planned cruise vacation.
- If the ship's doctor determines the guest is unfit to travel, Pier Supervisor will gather all home destination/emergency contact information from the guest or from the Guest Clearance Information Form.
- If the guest's final destination is local, Pier Supervisor will notify the designated Emergency Contact Person of the situation and coordinate the hand off with the emergency contact through the Port Agent.
- If the guest's final destination is not local, the Care Team will be engaged to coordinate all efforts, including communication with the emergency contact, flights, transport to the airport/hotel, and escorting of guests to the flights.
- The Pier Coordinator will coordinate with the Guest Services Manager/Guest Relations Director and Executive Housekeeper to retrieve any luggage that guest had checked to be delivered to the ship.
- Ship representative will provide the guest with the denied boarding letter describing the actions we took and the contact information for Customer Service/Special Needs Team.
- Pier Supervisor will update the guest booking in the AS400/Colonial system and add information to the Electronic Vessel Turn Report (eVTR). Refer to the Denied Boarding SOP for further instruction. Contact the GPS Account Manager for any questions when this situation arises.

Infant and Minor Policy

Guest Policy

Purpose: There are specific age requirements for infants and minors to ensure they are eligible to sail and to ensure their safety is taken into account onboard.

Description:

- **Infants Policy**
 - Infants sailing on all cruises regardless of where they sail from, must be at least 6 months old as of the first day of the cruise and/or CruiseTour.
 - For transatlantic, transpacific, Hawaii, select South American and other selected cruises and/or CruiseTour or cruises with 3 or more consecutive cruise days must be 12 months on the first day of the cruise.
- **Age Policy**
 - For US and Canada Sailings - No guest under the age of 21 will be booked in a stateroom unless accompanied by an adult 21 years or older. The adult 21 years or older does not have to be a parent or guardian. (Connecting staterooms are counted as different staterooms for this policy).
 - For cruises that depart a port in Europe, Asia, UAE (United Arab Emirates), South America, New Zealand, Australia, or Israel the minimum age requirement to sail is eighteen (18).
- **Minors Sailing Policy:**
 - Adults who are not the parent or legal guardian of a minor traveling with them must present an original, notarized letter signed by the child's parent(s) authorizing the adult to take the child on the specific cruise, supervise the child, and allow emergency medical treatment to be administered, if needed. This is necessary even when the adult traveling is part of the child's extended family (i.e. aunts, uncles, grandparents, etc.).
 - A child traveling with 1 legal guardian no additional documentation is required.
 - A child traveling with 1 legal guardian and the last name is different, that pier supervisor must be able to confirm the guardian relationship through a series of questions.
 - Questions for parent:
 - What is your son's / daughter's birth date?
 - What is your son's / daughter's full name?
 - Questions for minor:
 - Are you excited to go on vacation?
 - Who are you traveling with?
 - What is your mother's name?
- **Regulation on Unaccompanied Minor Children Under the Age of 21 in a Stateroom:**
 - No guest under the age of 21 can be booked in a stateroom unless accompanied by an adult 21 years or older.
 - The adult 21 years or older must check-in at the same time or prior to the minor guest.
 - If you are under 21 and are active military, with a valid active military ID, you are able to sail.
 - Regulation is waived for under-age married couples. During pier check-in, the couple must present proof of their marriage.
 - We recognize all marriages (must be legal in the jurisdiction where the marriage was performed) and proof is provided in the form of a marriage certificate issue by a government agency.

- The unaccompanied minor regulations will be waived for those under the age of 21 sailing with their parents or legal guardians in a stateroom in an adjacent area of the vessel.
- “Adjacent” is defined as on the same deck, on the same side of the ship, and in the same section of the ship.
- Adding Infants at the Pier on the Day of Sailing
 - There are rare occasions where an infant need to be added at the pier. Infants may be added to the manifest at the pier on the day of sailing if the following conditions are met:
 - The infant must meet the age requirements listed above.
 - The infant has its own passport or travel documents.
 - The infant must be verified through the Pier Walk Up application.

Berthing in Upper Bunks

- It is recommended that children under 6 years of age not be berthed on an upper bunk.

SUM Groups Policy

Guest Policy

Purpose: A Student/Underage/Minor (SUM) group are welcomed onboard our ships with a few guidelines that must be followed. A SUM group is identified if there is more than 50% of guests are under the age of 21 and more than 10% of total guest count are traveling without parents or legal guardians. SUM groups can be high school groups, performance groups (band, dance, etc.), sweet 16, birthday, or Quinceañeras groups.

Important:

- SUM Groups are approved and vetted internally; at the time of booking the group leaders must sign the Acknowledgement of Responsibility form.
- SUM Groups are limited to 100 guests per group.
- There must be one adult (21 years or older) in every room.
- Parental Consent Form (if not traveling with legal guardian)
- SUM Group must have

Procedure:

- SUM Groups should be organized by stateroom (1 chaperone and minors) to ensure there is an adult (21 and older) in every room.
- Parental Consent Forms should be shown at the time of check-in.

Consent Form – Minor traveling without Parent/Legal Guardian



CONSENT FOR MINOR (0-17) CHILD TO TRAVEL WITHOUT PARENT/LEGAL GUARDIAN

Date: _____

I (we): _____
 authorize my/our minor child(ren)/ward: _____
 born (MM/DD/YYYY): _____
 Passport number(s) and issuing country, if applicable: _____
 to travel on Cruise Ship: _____ from (Sail Date): _____
 Reservation ID: _____
 with the following accompanying adult (over 21): _____
 Adult's Passport Number & issuing country, if applicable: _____
 Their expected date of return is _____.

I (we) authorize the above adult to supervise the minor whilst onboard and to sign waivers for the minor to participate in any activities requiring them (e.g. Rock-Climbing wall, FlowRider, water sports, inline or ice skating). In addition, I (we) authorize the above adult to consent to any necessary, routine or emergency medical treatment during the aforementioned cruise, if a qualified medical person advises such.

Signed: _____ Signed: _____
 Print: _____ Print: _____
 (Parent/Legal Guardian) (Accompanying Named Adult)

Address (of Parent/LG): _____

 Telephone (of Parent/LG): _____

Sworn to and signed before me,
 this _____ day of _____, 20____

 Solicitor/Commissioner for Oaths/Notary Public Signature and Seal

Late Arriving Guests

Guest Policy

Purpose: Dependent on the port, guests are to arrive to the terminal 30 to 90 minutes prior to the ships departure. Doors will be closed ahead of time to ensure ship sailing time is on schedule with no delays.

Description: In some ports terminal doors are closed prior to ship sailing time. In the United States the "Border Security Act" requires cruise ships to submit manifests of all passengers and crew on departure of and prior to arrival to the United States. Every guest embarking a cruise ship in the U.S. will be required to have the applicable data reported prior to embarkation. Other destinations may have similar process therefore doors will be closed ahead of sailing time as communicated on brand apps, website, or other documentation. However, circumstances may warrant exceptions and ultimately will be determined by the Captain and Hotel Director.

Procedures:

- Pier staff are to be located at the doors of the terminal and the curbside area until the ship sails.
- Late arriving guests will be identified in advance by the Pier Supervisor and final guest count will depend on pending volume and situation.
- Pier Staff should provide late arriving guests with a letter that provides the guests with Emergency Travel Team contact information.
- Pier staff must log the late arriving guests' names, stateroom number, reservation number, exact time they arrived to the terminal and reason for the late arrival and provide it to the pier supervisor so they can log it in the eVTR.

Important:

- If there is opportunity to mitigate the denied boarding and the ship does not agree, the Pier Supervisor should escalate to their Account Manager immediately.
- As a general rule, the Ground Handler should consult directly with ETT regarding any specific questions or situations as operationally necessary.

Procedures for late flight arrivals:

- Airport Supervisor discovers guests in late arriving flights and with the aid of ETT, determines the number of guests affected on scheduled delayed flights.
- Airport supervisor confirms the location and estimated time of arrival of the flights involved from ETT or airline personnel.
- Airport Supervisor notifies the Pier Supervisor of the above information and determines if guests are involved are Air/Sea, Choice Air and Cruise only (utilizing ETT as a resource as needed).
- Pier Supervisor must immediately inform the Guest Services Manager or Guest Relations Director as information becomes available, inclusive of the following information:
 - Guest count of Air/Sea, Cruise Only, Choice Air guest involved
 - Flight information: Flight number, expected arrival time
 - Transportation arrangements for arriving guests
 - Estimated guest arrival time at pier
 - Arrangements for guest luggage

- Once advised by Guest Services Manager or Guest Relations Director, the Pier Supervisor will advise Airport Supervisor as to whether ship will be held or not, and whether guests should proceed to pier.
- If the guest(s) does not arrive within the designated sail time, the Airport Supervisor will provide the following information:
 - Air/Sea & Choice Air Guests
 - ETT should be aware of the guest's flight delay and will be working on arranging a solution for the guest. They will also communicate with the Pier Supervisor to ensure the staff is aware and ready with information for the guests.
 - If the guest needs to contact ETT, the airport supervisor should provide them the toll-free number.
 - Cruise Only Guests
 - The Airport or Pier Supervisor will provide guests with local hotel/transportation and downlining information. All expenses will be handled by the guests.

Lost Luggage

Guest Policy

Purpose: During the departure process guest's luggage may be lost for a variety of reasons, including luggage placed in the wrong section, missing departure tag, or bag accidentally taken by another guest. The ground handler staff assigned in Lost Luggage will work closely with guest to search for the luggage. If the luggage cannot be found the Ground Handler/Port Agent will proceed to the following steps.

Procedure:

- Lost luggage staff member will assist guest in searching for the luggage in the departure area.
- Reporting lost luggage
 - Guest can access Chargerback: Advise guest to complete the lost luggage report in Chargerback.com. After guest completes the report and gives you the Lost Report ID number, GH/PA search the report and select the "Receipt" checkbox.
 - Guest cannot access Chargerback: Ensures all lost luggage claims are recorded via Personal Property Report (PPR) Form (in triplicate). Issue the yellow copy of the report to the guest and file the white and pink copies remain with the ground handler. Advise guest to complete Chargerback.
- Left over luggage at the end of debark, the ground handler must:
 - If guest contact information is obtainable, first contact the guest and inquire if they can return to the terminal to collect the luggage.
 - If unable to contact the guest or the guest cannot return, Ground Handler/Port Agent must be complete the Found report in Chargerback.
- Once the lost (guest portion) and found (Ground Handler portion) is completed you will be able to merge the lost and found item.
- Once the luggage successfully merges you will see options to calculate the shipping rate, notify the guest of charges, and print shipping label (see Chargerback Manual for "Receipt" checkbox).
- Any luggage that is unclaimed and does not merge with a match, you will create a FedEx label using the RCCL LUGGAGE SUPPORT account number and ship the luggage to the address below within 2 weeks.

Royal Caribbean Group Luggage Support
 2935 W CORPORATE LAKES BLVD
 FORT LAUDERDALE, FL 33331-3626

Important:

- Please refer to the Chargerback Manual for more information.
- For any lost luggage questions reach out to lostitemstatus@rccl.com.
- If the guest completed a PPR or is denied boarding and we cannot find the luggage in time they are entitled to free shipping.
- If the guest did not complete a PPR and/or left the terminal, they are not entitled to free shipping.
- Luggage damaged during debark guest should complete the PPR and contact Web_Cruise_Comments@rccl.com (RCI) / ICTCELeadership@celebrity.com (CEL)

Name Changes

Guest Policy

Purpose: It is required that the name on the reservation match exactly as the guest's authorized travel document. Name changes on the day of sailing are not allowed.

Description: While name changes are not allowed, name corrections are permitted. Primary citizenship identification (i.e., passport) must match the full name in the check-in system. If there is a name change of any sort, escort the guest to the Pier Coordinator or Pier Supervisor.

Important: U.S. sailings may encounter name change issues of guests traveling with their birth certificates and driver's license (or other Western Hemisphere approved document). United States citizens or residents who change their name due to marriage, divorce, or because of any other circumstances. Name on booking should match the Government ID with Picture.

Procedure:

Married and Maiden Name

- If guest has multiple government photo IDs, Passport is used
- Linking document is preferred, but not required.
- Make sure first name and DOB matches.
- Run the new name on the watchlist
 - Email: gswatchlist@rccl.com and cc your Account Manager
 - Subject Line: For Approval
 - Body of Email: Guest First Name, Surname, Date of Birth, and Nationality
- Guest must sail with the most updated name, update the name on the reservation to match the passport or driver's license.

Examples of name corrections

Name Corrections allowed:

- Judy to Judith - informal to formal
- Matt to Matthew - informal to formal
- Maggie to Margaret - informal to formal
- Maria Gonzalez to Maria Valentina Gonzalez Ramirez - Guest made reservations with their first name or last name. Their passport contains their full name (first name, middle name, and last two names)
- Jennifer Lopez (birth certificate) to Jennifer Affleck (driver's license) – Match guest first name and DOB, if everything matches run the guest name via the Watch List. Ensure the last name is updated to match her driver's license.

Pregnant Guests

Guest Policy

Purpose: To ensure the safety of our pregnant guests, RCG cannot accept guests who will be more than 23 weeks pregnant at any time during the cruise or cruise tour.

Important:

- If a guest is or will be more than 23 weeks into the pregnancy before the end of their cruise, the guest will not be permitted to sail without exception. No doctor's letter, notes, waivers, or permissions will be accepted.
- Pier agents/ship will not ask for OR require a doctor's note from guests.
- This policy does include crew family, contractors, shore side employees, etc.

Procedure:

- When reviewing or completing the health questionnaire in Agent App agent will either:
 - If health questionnaire completed in advance, "Are there any changes to your Health Questionnaire since you last completed it"
 - If the health questionnaire is unanswered, read aloud all questions including "Will you be more than 23 weeks pregnant at any time during your cruise?"
- If the guest advises the pier agent that they have or will enter their 23rd week of pregnancy during the cruise, the pier agent will escort guests to the Pier Coordinator desk.
- Pier Coordinator/Pier Supervisor will inform the Guest Services Manager or Guest Relations Director who will deny boarding to the guest.

Note:

If the guest responded "no" to the pregnancy question but visibly appears to be more than 23 weeks pregnant; in this case, the pier agent should advise the pier coordinator to bring it to the attention of the GSM/GRD.

Segmentation

Guest Policy

Purpose: Segmentation offers guests the opportunity to embark and disembark the vessel at different points of the cruise.

Description: Depending on the needs of the regional sales offices, the decision can be made to create a segmented cruise. This means that the guests embark or debark at a different time and location than what is advertised to our regular guests. These guests may or may not know that they are part of a segmented cruise and their cruise documents do not reflect their new itineraries.

Important:

- If guests are embarking at a port of call and the guest count is under 200 guests
 - The ship is responsible for processing the embarkation of these guests onboard.
 - Porters, security, and check in agents will not be provided.
 - Ship should be notified at least 90 days in advance.
 - Details about immigration process must be provided in advance.
 - Details about how transfers should be handled must be provided in advance.
- If guests are embarking at a port of call and the guest count is over 200 guests
 - GPS & Port Operations will provide porters, security, and check in agents (as available).
 - Terminal will need to be evaluated by Shoreside IT to ensure connectivity is available.
 - Ship will provide all necessary paperwork and personnel to support embarkation.
 - Details about immigration process must be provided in advance.
 - Details about how transfers should be handled must be provided in advance.
 - Details on visas or other documentation needs to be provided to GPS.
- If guests are debarking at a port of call
 - Details on how luggage will be handled onboard and if porters are needed needs to be determined.
 - Details about immigration process must be provided in advance.
 - Details about how transfers should be handled must be provided in advance.
 - Details on visas or other documentation needs to be provided to GPS.
 - Guest documentation WILL NOT reflect the segmentation.
- If guests are added to the voyage in AS400, documentation will reflect the total voyage information from AS400.
- No separate voyage should be created.

Trade Sanctions

Guest Policy

Purpose: The U.S. Department of Treasury's Office of Foreign Asset Control (OFAC) administers a variety of trade embargoes and economic sanctions programs that are applied to some countries. Currently, the most restrictive measures are imposed against the following Sanctioned Countries:

- Cuba
- Iran
- North Korea
- Syria
- Crimea, Donetsk, and Luhansk regions (control of which is disputed between Ukraine and Russia)

U.S. law prohibits us from providing services and engaging in business transactions with individuals and entities located in or residents of these Sanctioned Countries. This prohibition also extends to doing business with Sanctioned Countries indirectly through third parties.

This means we cannot, either directly or indirectly through a third-party market, sell cruise vacations, make bookings, reserve cruise tours or expeditions, and provide other travel-related services to individuals or entities located in or residents of these Sanctioned Countries. To ensure compliance with these laws, you must adhere to these requirements.

We know these restrictions can be challenging to our business because we operate in a global market, but as we continue to expand our operations, we must maintain our vigilance in adhering to applicable trade sanctions laws.

What does this mean?

Bookings from individuals who are citizens of Iran, North Korea, and Syria may be accepted only if they can demonstrate they have taken up residence outside of these countries. Copies of at least two of the following documents indicating residence issued by the government authorities of the new country of residence are required at the time of booking.

- Passport (indicating permanent residence in another country)
- National Identity Card e.g., Driver's license (from the new country of permanent residence)
- Voter Registration Card (from the new country of permanent residence)
- Temporary Resident Alien Card (from the new country of permanent residence)
- Student Visa (from the new country of permanent residence)
- Work Visa (from the new country of permanent residence)
- Permanent Resident Alien Card (from the new country of permanent residence)
- Permanent Resident Alien Application and has an adjustment of status application pending (from the new country of permanent residence)

Bookings from individuals who are citizens of Cuba may be accepted only under the following circumstances:

- Permanent Residents of Non-Trade Sanctioned Countries
- Guest can demonstrate they have taken up permanent residence outside of Cuba. Copies of at least two of the following documents indicating permanent residence issued by the government authorities of the new country of permanent residence are required at the time of booking.
 - Passport (indicating permanent residence in another country).

- National Identity Card e.g., Driver's license (from the new country of permanent residence).
- Voter Registration Card (from the new country of permanent residence).
- Permanent Resident Alien Card (from the new country of permanent residence).
- Permanent Resident Alien Application and has an adjustment of status application pending (from the new country of permanent residence).
- Cuban Residents
 - Guests can present a valid, unexpired B-2 Tourist Visa or Combo B-1/B-2 Tourist Visa from the United States.

ACCEPTABLE TRAVEL DOCUMENTS

Guests can demonstrate they have taken up permanent residence outside of these sanctioned countries. A copy of at least two of the following government-issued documents that reflect the guest’s current address where they reside.

Cuba	Iran, North Korea, & Syria	Crimea, Donetsk, and Luhansk regions
Passport (indicating permanent residence in another country)	Passport (indicating permanent residence in another country)	Passport
National Identity Card e.g., Driver's license (from the new country of permanent residence)	National Identity Card e.g., Driver's license (from the new country of permanent residence)	National Identity Card
Voter Registration Card (from the new country of permanent residence)	Voter Registration Card (from the new country of permanent residence)	Driver's License
Permanent Resident Alien Card (from the new country of permanent residence)	Temporary Resident Alien Card (from the new country of permanent residence)	Permanent Resident Alien Card
Permanent Resident Alien Application and has an adjustment of status application pending (from the new country of permanent residence)	Student Visa (from the new country of permanent residence)	Permanent Resident Alien Application with an adjustment of status application pending
Cuban Residents Guests can present a valid, unexpired B-2 Tourist Visa or Combo B-1/B-2 Tourist Visa from the U.S.	Work Visa (from the new country of permanent residence)	
	Permanent Resident Alien Card (from the new country of permanent residence)	
	Permanent Resident Alien Application and has an adjustment of status application pending (from the new country of permanent residence)	

Service Animals

Guest Policy

Purpose: Service animals are welcome across our fleet. Service animals are defined as "any dog that is individually trained to do work or perform tasks for the benefit of a person with a disability." Service dogs are not pets; pets are not accepted to sail. Emotional support animals are not recognized by the Americans with Disabilities Act (ADA) therefore cannot sail.

Important: Evidence that a dog is a service dog is helpful but not required (such as identification cards, other written documentation, presence of harnesses and/or tags or the credible verbal assurance of the person with a disability using the dog). Guests with service animals are to be escorted to the Pier Coordinator who will then work alongside the Documentation Officer or Guest Administration Officer.

Guests are responsible for obtaining all required documents for the animal to depart the ship in ports of call and at final destination. The documentation and immunization requirements are established by government authorities and not Royal Caribbean International/Celebrity Cruises. Please note requirements are subject to change without notice. A copy of these permits must be carried on the ship, and a copy left with Guest Services/Relations Desk upon boarding the ship.

For document requirements, visit:

- [U.S. Department of Agriculture](#)
- [Hawaii Department of Agriculture](#)
- [UK Department of Environment, Food and Rural Affairs](#)

UK Sailings:

- United Kingdom Sailings: For assistance dogs to sail on voyages ending or stopping in the UK, they must meet the rules of the Pet Travel Scheme (PETS). Service dogs in training, emotional support dogs, or animals other than dogs are not accepted on UK sailings. Pier Coordinators are to contact the Documentation Officer or Guest Administration Officer for assistance.
- Health certificates for service animals are not required, however destination countries or countries of ports-of-call may require them.

Procedure:

- Pier Coordinator often have the Special Needs report detailing service animals or the information can be pulled from Power BI.
- Place a message in Fidelio that a guest has a service animal, and the guest must be escorted to the Pier Coordinator desk.
- Guest with service animal need to be directed to the Pier Coordinator desk.
- The guest must show the Service Animal Acknowledgement form and a copy of required permits (please check with the Guest Services/Guest Relations team if a copy is required).
 - If the guest is not in the Special Needs report or in Power BI please notify the Guest Administration officer or the Documentation Officer.

Notes:

Service Animals and their Owners

- Do not touch the service animal, or the person it assists, without permission.
- Do not call or make noises at the service animal; it may distract the animal from doing its job.

- Do not feed the service animal; it may disrupt his/her schedule.
- Do not be offended if the person does not feel like discussing his/her disability or the assistance the service animal provides.
- Crewmembers who have allergies to specific service animals, and during the course of their duties will come in close contact with said service animal, should contact their supervisors and request reassignment.

Sample of Service Animal Acknowledgement Form



Service Dog Acknowledgement Form

Reservation ID: Ship: Departure Date:

Guest Name:

What specific task or function does your dog provide?

We're excited to welcome you and your service dog onboard!
 Please note, your service dog has conduct policies to follow, just like any other guest onboard. Please carefully review the below Service Dog Conduct Policy requirements and indicate your agreement to abide by all of these requirements by checking the "I agree" box.

- Your Service dog may not sit on furniture or eat from dining room tables.
 - Your Service dog may not be carried while in dining venues.
 - Your Service dog must always be on a leash, harness, or other restraining device in public areas.
 - Your Service dog is not permitted in pools and/or whirlpools.
 - Your Service dog may join you in all public areas, including dining venues.
 - Your Service dog must use the designated relief area(s). Please note that Central Park on Oasis-class ships is **not** designated relief areas.
 - o If your Service dog has an "accident" in another area, please be courteous, pick up after them, and alert a Crew Member.
 - You are solely responsible for the care and supervision of your service dog.
 - o Royal Caribbean does not provide dog food, treats, or supplements.
 - Service dogs may never be left unattended in the stateroom or elsewhere on the ship.
- I Agree to observe the Service Dog Conduct Policy (all requirements listed above)

We strongly recommend your Service Dog be easily identifiable by fitting them with a harness or vest indicating they are a working Service Dog.

Please note that you are responsible for obtaining all required documents for your dog to depart the ship in ports of call and at final destination, including USDA certificate from the veterinarian. Some countries require an import permit. For documentation requirements, visit:

- U.S. Department of Agriculture website at: <http://awic.nal.usda.gov/companion-animals/travel-and-transport>
- Hawaii Department of Agriculture website at: <http://hdoa.hawaii.gov/ai/aqs/guide-service-dogs/>
- UK Department of Environment, Food and Rural Affairs website at: <https://www.gov.uk/defra>
- Australia at: <http://www.agriculture.gov.au/cats-dogs/assistance-dogs>

For guests sailing to (or stopping in) the UK, Pet Passports are required for guests from the UK and EU and Third Country Certificates are required for guests from the US and other countries outside the UK and EU.



Service Dog Acknowledgement Form

Requirements are established by government authorities and not the Cruise Line and are subject to without notice.

Guests must carry a copy of the documents with you onto the ship and leave a copy with the Guest Services Desk upon boarding.

If you choose to leave the ship at a port at which your service dog must remain onboard due to government requirements, you must make arrangements to ensure that the dog is cared for. Our ships are not required to provide food or care for your dog, nor can they be left in the stateroom unattended.

It is expected that dogs will behave properly, and not create a disruption in onboard service or pose a threat to the health and safety of our guests and crewmembers. Examples include: growling, barking excessively, initiating unsolicited contact, biting guests or crewmembers, failure to use designated relief areas, sitting on furniture, etc.

Guests are responsible for the behavior or damage cause by their dog. A cleaning fee may be charged to your shipboard account.

Service dogs that do not behave properly, create a disruption, or pose a safety or health threat may be restricted to the stateroom or removed from the ship along with their owner at the guest's expense.

you and/or your Service Dog not adhere to all requirements of the Service Dog Conduct Policy, owing steps will be taken onboard:

Step 1: You will receive a verbal warning from onboard staff reminding you of the Service Dog Conduct Policy and progressive actions that must be followed onboard when the Service Dog Conduct Policy is not followed.

Should there be another violation of the Service Dog Conduct Policy:

Step 2: Your service dog will be restricted to your stateroom (with the exception of a direct route to the relief area and back) for the remainder of the sailing. Please remember that your service dog may never be left unattended in the stateroom.

Important notice: Submitting fraudulent requests for service dogs constitutes a crime in some jurisdictions. Pursuant to our Guest Conduct Policy, we will investigate and take action on any fraudulent service dog request.

Please sign this acknowledgement form to indicate you have read and agree with all conduct and country requirements. Once signed, save the file and send it as an attachment to special_needs@rccl.com. Present this signed form (printed or digital) at the pier along with your service dog documents and any animal health documents required by your itinerary

Signature: Date:

Staff Stand By

Guest Policy

Purpose: RCG encourages employees to cruise onboard their ships. Employees can choose to use their cruise benefits multiple ways, one of which is the Staff Standby Program. This program is available on select sailings in Miami.

Description: Royal Caribbean Group Employees will be able to sail standby on select ship(s). Royal Caribbean Group employees will submit their cruise request via ECR, if limited stateroom space the employee cruises coordinator will offer the employee the opportunity to sail via the standby program.

Procedure:

- Employees on this program should arrive to the cruise terminal after 2:00 pm with an email from the Employee Cruise Coordinator. The employee should arrive to the cruise terminal with their luggage. They should wait near the Pier Coordinator Desk or other assigned location in the terminal.
- Curbside staff should be advised not to collect luggage from employees on the standby list.
- Security staff should be advised of the employees on the list.
- Guest Services Manager and Pier Supervisor/Pier Coordinator review the “available stateroom” report in the beginning of the day to ensure everyone is clear on the available staterooms.
- Employees on this program will not be permitted to sail unless the Guest Services Manager advise the Pier Coordinator/Pier Supervisor that they have a stateroom available for the employee.
- The assigned stateroom must not be disputed by the employee. The stateroom assigned is the stateroom they receive.
- The Pier Coordinator will assign the stateroom in Fidelio as decided by the GSM and have the guest complete the balance due receipt, the employee’s onboard account will be charged the balance by the Financial Controller.

Important:

- Employees who choose to participate on the Standby program are not guaranteed to sail.
- Current and established process for shipboard family and ECCR will remain the same.
- Employee Cruise Coordinator will send a weekly email to the Guest Services Manager, GPS Account Manager, and the Ground Handler.
- Standby weekly list should contain priority number, the employee’s name, other people sailing with them, and the final balance.
- The standby list will be limited to 3 employees.
- If any upgrades are available, they will be offered to guests first, then employees.
- No-show staterooms will NOT be used for this pilot. Only available or cancelled staterooms (e.g. cancelled by Customer Service or released due to denied boarding).
- Guest Services can continue to use their discretion to use No-show staterooms for their needs and will be responsible to managing them should the guests that were originally in those staterooms decide to downline.

Oversell

Guest Policy

Purpose: There may be occurrence where a ship maybe oversold, meaning that there are more guests than staterooms. A party staying in a GTY (guaranteed stateroom, no stateroom assigned) oversell will be sent to the pier with the knowledge that they are awaiting a stateroom assignment and that there is a possibility they will not sail.

Important:

Revenue Management will advise GPS Team, Hotel Operations, and the Shipboard Team of any bookings of GTY oversell in advance. Guests in GTY status with oversell will be advised a day prior to sailing of the situation as well as to arrive two hours prior to sailing, not to check in their luggage with the porters, and to identify themselves as soon as they arrive at the pier.

Procedure:

- Guest Services Manager/Guest Relations Director to work closely with the Pier Coordinator to flag the GTY oversell booking and monitor available staterooms throughout the day.
 - No show cabins must NOT be used for assignment to these guests, as guests may join downline.
 - Revenue Management guaranteed staterooms (GTY) should be prioritized over non-revenue GTY (employee, contractor bookings).
- GTY oversell guests arrive to the pier with their luggage and are directed to the Pier Coordinator area.
- Outcome:
 - Scenario 1: Cabin for GTY is identified same category as what was booked.
 - Proceed as normal, add guest stateroom and print SetSail/Xpress Pass and/or SeaPass Card.
 - Scenario 2: Cabin for the GTY is identified, it is a downgrade from what they purchased.
 - Guest will be given the option to accept/reject (a letter will be provided to the pier team to outlining the compensation for this scenario, compensation varies depending on ship/sail date).
 - Scenario 3: Cabin is NOT identified, unable to sail.
 - A letter will be provided to the pier team outlining the compensation for this scenario - not just for the cruise, but travel expenses as well (see sample letter below).

Talking Points – Pier Agent Holding-Period:

If a guest arrives to the terminal and identifies themselves as Guarantee Stateroom, Pier Agents should use the talking points below for the holding period:

Your patience is appreciated as we work to accommodate you and your travel party.

- We're still finalizing some of our last-minute stateroom assignments and are working to honor your reservation.
- Our team is working to get you assigned within the next hour. Regardless, I'll be checking in with you to make sure you are taken care of.
- We'll have more information for you shortly!

- Since you haven't been assigned a room just yet hold onto your luggage!
 - Please do not give your luggage to the porters, as this will delay its delivery.
 - Once onboard, you'll be able to deposit your belongings in your assigned stateroom.
- Once decision is made:
 - GTY Confirmed – We've got your room assigned and you're ready to complete your check-in! Let's get you onboard and in vacation mode.
 - GTY Denied Boarding – Unfortunately, we couldn't confirm a stateroom for you on this sailing. I have a letter here outlining your compensation and what's next.

Pier Letter: Denial

Dear Guest,

Due to the current sailing capacity, we're unable to welcome you onboard our June 26th, 2023 *Serenade of the Seas* sailing. We know this news is disappointing and we're terribly sorry for the impact to your cruise. Below, we've outlined an offer to help make up for this unexpected situation.

What you'll receive:

- A receive a **full refund** of any paid portion of your cruise fare (including non-refundable deposits) and any pre-paid amenities to the original form of payment within 14 business days. Kindly note, refund times may vary depending on your financial institution.
 - If you used a Future Cruise Credit on this sailing and you request a refund instead, we'll refund any NEW funds paid above the certificate amount and we'll reinstate your original certificate.
- Reimbursement for **all** non-refundable, pre-purchased transportation change fees incurred (such as a flight, train ticket, or rental car) and any hotel costs incurred to complete your onward travel.
 - Please email your receipts and booking information to RoyalGuestRelations@rccl.com for review and reimbursement. If they have any travel expenses beyond these amounts, please send us the receipts including a brief summary of these expenses for review.
- Plus, you'll automatically receive a **Future Cruise Credit** to book a new cruise and sail by June 26th, 2024.
 - This amount is 150% of your original cruise fare paid on your current sailing.
 - Your certificate can be used on any Royal Caribbean International sailing that departs on or before **June 26th, 2024.**
 - We will automatically issue your Future Cruise Credit via email within 2 weeks from your booking's cancellation date.

If you have any questions, please contact your Travel Advisor, or contact us by visiting www.royalcaribbean.com/contactus.

Thank you for understanding. We hope to have another opportunity to welcome you onboard soon!

Sincerely,

Royal Caribbean International

Access Control Points (ACPs)

Informational Policies

Purpose: Allows shipboard security staff to identify every person who is onboard the ship and every person who is not onboard the ship.

Important:

- The Chief Security Officer/Shipboard Security Officer is responsible for the correct operation of this system and the overall integrity of the ships security.
- Before embarkation begins, the Pier Supervisor must ensure the ACP's are fully function and staff is in position for boarding to begin.

Pier Staff Responsibilities

Pier staff will facilitate the guest boarding process by efficiently assisting the shipboard security personnel in guiding guests through the ACP process. This position entails the following:

- Remind guests as they are approaching the ACP area to have their own individual SetSail/Xpress Pass in hand and ready so the barcode can easily be scanned. In addition, all guests wearing a hat or sunglasses should be advised to remove them as they approach the ACP machine.
- If there is no photo associated with the guest or the photo is not clear, the photo will have to be retaken. The staff may assist the guest on where to stand so the photo may be retaken.
- Manage traffic flow so that the ACP machines are clear of crowds and guests are moving efficiently to board the ship.
- In case of any impact to the guest flow (system issues, SetSail/Xpress Pass issues, a large number of guests with no photo, etc.) the Pier Supervisor should be notified immediately.
- Keep informational notes regarding any breakdowns, long wait times or issues and provide them to the Pier Supervisor for the Vessel Turnaround Report.
- Ensure any temporary ACP machine breakdowns are immediately reported to the pier supervisor, even if you need to leave your position. Take action to stop of the flow of guests at the source to avoid creating a long line of waiting guests. Thank the waiting guests for their patience and advise them of the expected wait time.

ACP Set-Up

The shipboard Chief Security Officer/Security Officer is responsible for ensuring proper timing and set-up of kiosks as outlined in the GPS Operational Plan. The shipboard IT Manager is responsible for providing technical support and general maintenance for the ACP system and its associated equipment. All equipment must be tested and fully operational 30 minutes prior to expected boarding time.

GPS Operational Plan includes:

- Number of ACP machines required to process guests in a timely manner
- Location and Placement
- Set-Up start time and end time
- Boarding Plan
- Number of pier staff required
- Identify whether shipboard security staff or shore side staff will be operating the ACP machines.

Technical Difficulties on Turnaround Day

Guidelines have been established in the event that a technical difficulty should arise that would impede the guest boarding process.

- At the start of any system failures, the Pier Supervisor must notify Chief Security Officer/Security Officer, Hotel Director, Guest Services Manager/Guest Relations Director, IT Manager and GPS Account Manager.
- Pier Supervisor must immediately prepare for contingency mode.
- Pier staff must keep guests informed of the technical difficulties and provide guests status updates.
- If there is not resolution within 15 of the technical difficulty, the pier supervisor must move to contingency mode in conjunction with Hotel Director, Chief Security Officer and IT Manager. GPS Account Manger must be notified immediately so that shore side leadership is advised.

ACPs in the Terminal

If ACP's are in the cruise terminal and there is a network outage, Pier Supervisor should contact the IT Manager to determine the estimated fix time. If the delay will cause a significant delay in boarding, ACPs should be relocated onboard with approval from Chief Security Officer and IT Manager. Be sure to communicate the plan to the Hotel Director and Guest Services Manager/ Guest Relations Director and GPS Account Manager.

Issues with SetSail / Xpress Passes during Boarding Process

Pier Supervisor should identify the cause of the issue and work with the Guest Services Manager/ Guest Relations Director, Hotel Director, Security Officer/Chief Security Officer, Staff Captain and IT Manager to find a solution. Points to consider:

- Re-printing of the guest SetSail/Xpress Pass is the most common issue.
- If no other solutions are possible, the Security Officer should manually enter the stateroom number at the ACP to mitigate guest impact.

Boarding Announcements

Informational Policies

Royal Caribbean

Hello, Welcome to _____ of the Seas, in just a moment we will begin boarding the ship. We will begin boarding with our Suites and Pinnacle guests. All Suites and Pinnacle guests are welcome to board at this time.

We would like to continue boarding with our guests within The Key Program. All guests within our Key Program are welcome to board.

At this time our staff within the seating area will begin to come around and invite those within their seating section to begin boarding. To keep this process smooth, we ask that you remain seated until staff welcomes you to begin boarding. Thank you (repeat as needed).

Or

We would like to continue boarding with our ____ arrival time. *Only those guest with an arrival time of _ are invited to board at this time.*

Suites and Pinnacle guests are free to board at this time as well as those guest who have purchased The Key.

Announcement Reminder (as needed)

Guests within the seating area, as a reminder at this time we are only boarding the _____ arrival time, please remain seated until your time is called.

Celebrity Cruises

Hello, Celebrity _____, in just a moment we will begin boarding the ship. We will begin boarding with our Retreat and Zenith guests. All Retreat and Zenith guests are welcome to board at this time.

Or

We would like to continue boarding with our ____ arrival time. *Only those guest with an arrival time of _ are invited to board at this time.*

Announcement Reminder (as needed)

Guests within the seating area, as a reminder at this time we are only boarding the _____ arrival time, please remain seated until your time is called.

Bus Greeting Script

Informational Policies

Purpose: To ensure all busses are in sync and use appropriate language, the following scripts are to be read upon guests' arrival.

Cruise Terminal Curbside Arrival:

- Good Morning/Good Afternoon
- Welcome to.... (Brand/Full Ship Name) Examples:
 - Royal Caribbean Internationals Oasis of the Seas
 - Celebrity Cruises Celebrity Solstice
- My name is _____. Please remain seated while I provide you with some helpful information.
- Please locate your passports or travel documents and cruise vacation documents along with your _____ (Royal Caribbean SetSail pass / Celebrity Xpress Pass). Please be sure that all of these documents are with you and NOT in your checked luggage.
- Remember to keep your carry-on luggage, valuables and medications with you at all times.
- Your checked luggage, which is in the coach bay below, should have the proper ship luggage tags on each piece. It will automatically be delivered to your stateroom.
- If you need to place a luggage tag on your bag, a porter will be happy to assist.
- Make sure that before you leave the bus you check the overhead compartment and your sitting area to be sure you do not leave anything behind.
- Once again, please be sure you have your passport and travel documents with you.
- If you have any questions, I will be able to assist you outside the bus.
- Thank you for your attention and have a great vacation on board the (Full Ship Name)

Cruise Terminal to Airport/Hotel – Curbside Departure

- Good Morning/Good Afternoon
- We hope you had a great vacation onboard.... (Brand/Full Ship Name) Examples:
 - Royal Caribbean Internationals Oasis of the Seas
 - Celebrity Cruises Celebrity Solstice
- Is everyone here going to the (Airport or hotel name)
- Once you arrive that the airport/hotel, the driver will drop you off at the appropriate area.
- Please be sure to collect all of your luggage as you exit the motor coach.
- Thank you for sailing onboard (Full Ship Name). We look forward to seeing you soon.

Airport to Cruise Terminal – Departure Greeting

- Good Morning/Good Afternoon
- Welcome to..... (City Name)
- Is everyone on this motor coach going to sail onboard the (Brand/Full Ship Name) Examples:
 - Royal Caribbean Internationals Oasis of the Seas
 - Celebrity Cruises Celebrity Solstice
- The (Full Ship Name) is at the cruise terminal awaiting your arrival. The drive to the terminal will take about _____ minutes.
- If you have any questions, they will be able to assist you at the cruise terminal.
- Have a great vacation!

Guest Conduct Policy

Informational Policies

Purpose: The Guest Conduct Policy is intended to help ensure that all guests are able to participate in a safe and enjoyable cruise experience and sets forth standards of conduct for guests to follow throughout their cruise vacation.

Description: This policy includes to and from ships, inside terminals, while onboard, at ports-of-call, during shore excursions, and at our private destinations.

Procedure:

- If a guest is in violation of the guest conduct policy, agent to inform the Pier Supervisor.
- Pier Supervisor to inform Chief Security Officer and Guest Services Manager/Guest Relations Director.
- If the guest is denied boarding, the Guest Services Manager/ Guest Relations Director will provide a Denied Boarding Advisement Letter printed on company letterhead to the guest.
- Guests removed from a Royal Caribbean Group ship or denied boarding because of a violation of this Policy are responsible for their own accommodations and transportation home, at their expense. Documentation requirements for re-entry into the guest's home country are also the responsibility of the guest.

For the most up-to-date guest conduct policy, please visit:

<https://www.royalcaribbean.com/content/dam/royal/resources/pdf/guest-conduct-policy.pdf>

GUEST CONDUCT

Prohibited Guest and Crew Interactions Our crew members are friendly, outgoing and helpful, and they will do their very best to make a guest's vacation as enjoyable as possible. Please do not misinterpret their friendliness. Crew members are prohibited from engaging in physical relationships with guests. Crew members are not permitted to socialize with guests beyond their professional duties, and are not permitted to be in guest staterooms, except for the performance of their shipboard duties. Guests are expected to respect these policies and are similarly prohibited from engaging in physical relationships with crew members. Guests are not permitted in any restricted or crew area of the ship, including crew staterooms and corridors.

VERBALLY ABUSIVE, OFFENSIVE LANGUAGE AND THREATS PROHIBITED

Verbally abusive or offensive language directed toward anyone, including guests, crew members, governmental officials, or others is not permitted. Statements or conduct that threaten prohibited or illegal activity are forbidden. Attempts at self-harm, as well as oral or written statements or conduct evidencing intent to engage in self-harm shall be subject to enforcement action by our crew or security personnel so as to protect life and the security of our guests, crew and vessel(s).

INAPPROPRIATE OR ABUSIVE BEHAVIOR PROHIBITED

Inappropriate or abusive behavior is not permitted. This includes: uninvited physical contact, solicitation, harassment, vandalism, theft, violence, use of fake/false identification, underage drinking (see Alcohol section below), providing alcohol to those under the allowed age (see Alcohol section below), possession of illegal substances/items, placing materials (including signs, banners, decorations,

etc.) anywhere on the exterior of the ship, placing materials anywhere on the interior of the ship (including stateroom doors, along corridors, etc.) without the express permission of ship management or which may be deemed by ship management as inappropriate, or any other illegal or offensive conduct.

LOYALTY PROGRAM ABUSE PROHIBITED

Violating, abusing, or otherwise purposefully circumventing any of our loyalty program rules, terms, or conditions is not permitted. This includes, but is not limited to manipulating the loyalty program, engaging in fraud, abusing loyalty privileges, or otherwise acting in a manner we deem, in our sole discretion, to be inconsistent with the loyalty program's intent.

UNSAFE BEHAVIOR PROHIBITED

Failure to follow all health, safety or security instructions or policies is strictly prohibited. Sitting, standing, jumping, laying or climbing on, over or across any exterior or interior railings or other protective barriers is strictly prohibited. Additionally, tampering with any of the ship's equipment, facilities or systems is not permitted. Any other behavior which we may deem as unsafe, in our sole discretion, is likewise not permitted.

DISCOURTEOUS OR DISRUPTIVE BEHAVIOR

Prohibited Pool, deck and theater chairs may not be reserved, except in cases of disability. Public nudity is not permitted. Guests must be appropriately attired including while on stateroom balconies if visible to others onboard, on other vessels or ashore. Topless sunbathing is not permitted except on selected itineraries, and in those itineraries will only be allowed in designated areas. For more details on our Dress Code, please contact Guest Services Boom boxes, loud radios, or other noise nuisance(s) are not permitted. Roller blades, roller skates, skateboards, surfboards, bicycles, and similar items may not be utilized onboard. Scooters are not permitted onboard except when used as a mobility aid.

SMOKING AND RESTRICTIONS ON PURCHASE OF TOBACCO PRODUCTS ONBOARD

For the comfort and enjoyment of our guests, our ships are designated as non-smoking. This includes a prohibition on the use of a hookah or other types of water pipes. Smoking is not permitted inside any stateroom or on any stateroom balcony. This applies to all stateroom categories onboard. If a guest is in violation of this "No Smoking" policy, a cleaning fee will be applied to their onboard account. Smoking is also not permitted in any dining venue, theater, bar, lounge, hallway, elevator or jogging track, or most indoor areas. Further, smoking is not allowed in certain outdoor areas, including restricted areas, food venues, and kids play areas and pools. However, we recognize that some of our guests do smoke. Therefore, to provide an onboard environment that also satisfies smokers, we have designated certain areas of the ship as smoking areas. To assist smoking guests to locate areas where smoking is permitted, we have posted signage onboard clearly identifying all smoking areas and ashtrays provided for smoking use. Guest may also inquire at Guest Services regarding the location of the designated smoking areas onboard. In casinos on itineraries where smoking is allowed, there will be visible signage designating the area for both smoking and non-smoking guests. Cigar and pipe tobacco is limited to designated outdoor areas and cigar bars (if the ship has one). Electronic cigarettes or e-cigarettes are only permitted within the designated smoking areas. Cigarettes, cigars and pipe tobacco must be properly disposed of and never thrown overboard. Guests must be at least 18 years of age to purchase, possess or use tobacco onboard.

CURFEWS

Ship's management reserves the right to enact curfews on an individual, group, or ship wide basis, if in the sole judgment of the ship's Captain, such steps become necessary for the health or safety of guest(s) or crew.

PARENTAL AND GUARDIAN RESPONSIBILITY

For purposes of this Policy, a minor is defined as anyone under the age of 18. A young adult is defined as anyone ages 18, 19 or 20. Parents and guardians are responsible for the behavior and appropriate supervision of their accompanying minor(s) and young adult(s) throughout their vacation. This obligation applies during transfers to and from ships, inside terminals, while onboard, at our ports of call, during shore excursions and at our private destinations. This responsibility applies at all times, regardless of whether the parents and guardians are physically in the company of their minor(s) and young adult(s). Under no circumstances should the parent or guardian of a minor disembark the ship without their accompanying minor(s) unless they made arrangements for the accompanying minor(s) to have responsible adult supervision on the ship during their absence. Parents or guardians must not permit any minor in their care to leave a ship while in port without responsible adult supervision.

ALCOHOL

Consuming alcohol to excess impairs one's judgment and reduces one's ability to recognize and avoid potentially dangerous situations. Guests who choose to consume alcohol must do so responsibly. The ship's staff may refuse to serve alcoholic beverages in their sole discretion to any guest who does not consume alcohol responsibly. Ship's personnel may request verification of a guest's age to verify they are of age to consume alcohol pursuant to this Policy. Adult guests are prohibited from providing alcohol to minors or young adults. All drinking games are strictly prohibited. The minimum age for a guest to drink or possess alcoholic beverages on ships sailing from North America, the United Arab Emirates, or at any of our private destinations, is 21. The minimum age for a guest to drink or possess alcoholic beverages on ships sailing from South America, Europe, Asia, Australia and New Zealand is 18. In all other cases, the drinking age of the home port shall control our determination of a legal drinking age. In certain circumstances where local laws permit or require it, Royal Caribbean Group may modify this policy which may also require a parent or guardian's request or authorization. Guests may contact Guest Services or refer to the cruise information in their stateroom for minimum drinking age information specific to their cruise vacation. For purposes of complying with the minimum age to drink or possess alcoholic beverages, a guest's age is established at the beginning of the cruise vacation. If a guest celebrates his or her birthday during the cruise vacation, and thereby becomes of age to consume alcohol, the guest may thereafter ask the Guest Services Manager to modify the ship's records to permit their consumption of alcohol during the remainder of the vacation. The guest will be required to appear at Guest Services to present a valid government-issued form of identification to permit verification of their age. Unless otherwise permitted by our security personnel or crew, guests are prohibited from bringing alcoholic beverages onboard; with the exception of embarkation day when each guest who is of drinking age will be permitted to bring onboard with them one (1) sealed 750 ml bottle of wine or champagne. Boxed wine and other containers are prohibited. Security personnel may inspect containers (including water bottles, soda bottles, mouthwash, canteens, etc.) at any time and will dispose of alcohol concealed in such containers. Alcoholic beverages that are purchased from onboard shops or in ports of call must be presented to security upon re-boarding and will be secured by ship's personnel. Alcohol secured by ship's personnel will be returned to guests just prior to the conclusion of their cruise vacation. Guests who are under the permitted drinking age will not have alcohol returned to them. Any guest who goes ashore and consumes alcohol (whether under the supervision of a

parent/guardian or not) is responsible for ensuring they consume responsibly and retain the ability to recognize and avoid potentially dangerous situations when they return to the ship. Parents/guardians are reminded they are responsible for the actions of their minor and young adult children at all times while on a Royal Caribbean Group cruise vacation.

PROHIBITED ITEMS

DURING SECURITY SCREENINGS WE MAY INSPECT GUEST BELONGINGS AND MAY REMOVE PROHIBITED ITEMS OUTSIDE OF THE GUEST'S PRESENCE. CONFISCATED ITEMS NOT CLAIMED BY GUESTS WITHIN 15 CALENDAR DAYS OF CONFISCATION SHALL BE DEEMED FORFEITED AND MAY BE DISPOSED OF BY ROYAL CARIBBEAN GROUP. Items with Heating Elements or Open Flames Certain items that generate heat or produce an open flame are not permitted onboard. This includes clothing irons, hotplates, candles, incense and any other item that may create a fire hazard. Curling irons and hair dryers are allowed.

MARIJUANA PROHIBITED

Marijuana, even in its medicinal form or for medicinal purposes, shall be prohibited.

DRUGS OR OTHER ILLEGAL SUBSTANCES PROHIBITED

No illegal drugs or other illegal substances are allowed onboard nor may they be utilized during a Royal Caribbean Group cruise vacation, including during transfers to and from ships, inside terminals, while onboard, at ports of call, during shore excursions or at our private destinations. Illegal drugs or substances will be confiscated, and Royal Caribbean reserves the right, in its sole discretion to report violations of this prohibition to the appropriate authorities. Jurisdictions throughout the voyage may have strict laws that address and severely punish drug possession. Guests found in violation of such laws are subject to arrest and prosecution in the relevant jurisdiction (and perhaps United States or other authorities as well) and may be prevented from boarding or re-boarding the ship.

WEAPONS, EXPLOSIVES OR OTHER DANGEROUS ITEMS PROHIBITED

A detailed list of prohibited items is found on our website(s) and is incorporated in by reference. No weapon, ammunition, explosive, fireworks, or other item that presents a risk of harm to persons or property, is permitted onboard. The determination of what item may present a risk of harm to persons or property is reserved to Royal Caribbean Group, in its sole discretion. Items not permitted onboard will be confiscated by ship's Security. Firearms and other weapons are not allowed onboard. Guests who declare to ship's personnel the presence of a firearm or other weapon (on their person or in their luggage) will be given the opportunity to dispose of it prior to boarding. Guests who fail to declare the presence of a firearm or other weapon may be denied boarding or removed from the ship. Items such as dive knives must be reported to ship's personnel at the time of boarding and may be permitted onboard, but held in safe custody by the ship's Security staff when not in use ashore.

ENVIRONMENT

Save the Waves® Program and Trash/Waste Disposal Royal Caribbean Group maintains a Save the Waves® Program that focuses on three key principles: reducing the creation or generation of waste materials; recycling as much as possible; and ensuring proper disposal of remaining waste. Trash should be properly disposed of in containers provided throughout the ship or in wastebaskets provided in each stateroom. Trash or other foreign objects should never be flushed down a toilet and guests are not

permitted to discard any item overboard. Guests may not leave items unattended on balconies, as the wind may cause items to fall overboard.

OTHER APPLICABLE AGE POLICIES

Guests must be at least 18 years of age to gamble in casinos onboard our ships, except for in Alaska where the minimum age is 21. Various venues and activities onboard the ships have minimum age requirements. Guest may find this information on our websites or by inquiring at Guest Services.

Guests in Wheelchairs

Informational Policies

Purpose: Royal Caribbean Group and Ground Handlers are required to provide reasonable accommodations to our guests with disabilities. This includes providing manual wheelchairs and personnel to push the wheelchairs during boarding and departure. Assistance is available fleetwide at boarding, from the terminal entrance or a vehicle drop-off point adjacent to the terminal entrance and onto the ship. Assistance, staffing, switch off locations will vary from ship to ship and from port to port. For the safety of our guests and personnel, follow the procedure guidelines below when handling a guest in a wheelchair.

Procedure:

- Always make sure the brake is set when the client is in a stationary position.
 - When applying or releasing the brake, brace your opposite hand onto something for stability.
 - Always push rather than pull the wheelchair, whenever possible.
- When going over small bumps or a floor transition, use downward force on the back of the chair to ease pressure on the front.
 - Example: A threshold or into / out of an elevator.
- Make sure the guest's feet are on the footrests to prevent dragging and possible injury, as well as allow easy movement of the wheelchair.
- Be careful not to hang heavy bags or objects on the back of the chair.
 - This can cause the chair to become unbalanced, especially on wheelchairs for smaller guests and children.
- Guests are not allowed to carry anything other than a personal item on their lap.
- Always back down slowly when descending slopes and ramps.
- Never hold the wheelchair from the front.
- Always make sure there is a clear pathway.
- When assisting larger guests, if the guest is significantly larger than the agent, two or more agents should assist.
 - If there is a bar, space hands apart to provide maximum push
 - If there are two handles, each crewmember pushes using their handle
 - Coordinate pushes so that force is equal on both sides
 - If there is only one crewmember available, find another crewmember who is capable of assisting the guest
 - Never put yourself or the guest at risk of injury.
- See video in GPS University for further training.

Lost and Found

Informational Policies

Purpose: The Guest Services/Relations Desk acts as the lost and found area aboard every ship. Guests and crewmembers shall check with Guest Services to determine if lost articles have been found and to turn in articles that they have found.

The policy should be clearly announced to guests in the onboard information pieces as follows:

- Guests are encouraged to utilize available shipboard in-stateroom safes or safety deposit boxes (applicable ships) to secure all valuables and check their staterooms carefully before leaving. As always, guests should hand carry all valuables, including cash, video cameras, electronic equipment, and breakable items.
- All lost and found items must be claimed by guests during each cruise and prior to departure.
- The Guest Services Manager/Guest Relations Director has the overall responsibility for compliance with this policy.

Important:

- If a guest just departed the ship and has not yet left the cruise terminal and they left an item onboard the ship, the pier supervisor should contact the GSM/GRD with the information to see if the item can be returned to the guest immediately.

Medallia

Informational Policies

Purpose: Medallia is the system used to for guests to provide Royal Caribbean International and Celebrity Cruises about their experience onboard our ships along with the cruise terminal check in experience, motor coach transfer experience and their experience debarking the ship in the cruise terminal.

Important:

- Guests will receive their survey within 24 hours of the ship turnaround day.
- Surveys are available for guests to fill out up to 7 days from the day they debark the ship.
- Feedback about the guest check in experience, debark experience and transfer experience is shared with the ground handler by the GPS Account Manager.

Priority Check-in Vouchers

Informational Policies

Purpose: If you are presented with Wyndham, AAA, AMEX, USAA (United States Automobile Association- US military) or any other Priority Voucher, guests are to proceed to the Crown & Anchor GOLD check-in for Royal Caribbean ships or Captain’s Club Elite/Select check-in for Celebrity ships and present their completed Set-Sail / Xpress Pass. The voucher is applicable to all guests in the stateroom and there is no need to collect the voucher.

Important:

- The voucher is applicable to priority check-in, not boarding.
- Sample below:



Section 13



NOTIFICATION AND INSTRUCTIONS

Guest Name _____
 Guest Name #2 _____
 Sail Date _____ Stateroom # _____
 Ship Name _____

Dear Valued Guest,
 It is our pleasure to provide you with priority check-in for your cruise vacation!
 Please report to the Gold member window for check-in upon your arrival. Please remember to present this letter to the pier staff for access to this special check-in area.
 It is our honor to have you aboard Royal Caribbean and we look forward to seeing you when you arrive.
 Sincerely,



Club Royale, Royal Caribbean

Informational Policies

Purpose: Club Royale is a Royal Caribbean International casino rewards program. Club Royale provides their members with unique benefits when they play onboard our Royal Caribbean casinos. Club Royale rewards program offers four tiers: Choice, Prime, Signature, and the highest level, Masters. Masters Level status with Club Royale, Royal Caribbeans casino rewards program gives guests priority, anytime boarding at all terminals. These guests will have Masters on their SetSail Pass. These guests will enter the terminal through the Suites entrance and will have priority boarding.

Important:

- Masters is on the SetSail pass next to the guest Crown and Anchor Status.
- Sample below:

Guest Profile Screenshot:

Royal Caribbean 11:30 am Oct 10

Anita Warnimont
SUITE CLASS · DIAMOND PLUS **MASTERS**

DECK	STATEROOM	MUSTER
9	9268	B7
RESERVATION #	SHIP	ID
9372940		ID

PORT
ORLANDO (PORT CANAVERAL), FL

Due to government regulations, all guests are required to be at the pier and checked in no later than 90 minutes prior to the sail time.

Add to Apple Wallet

SetSail Pass Screenshot:

ODYSSEY OF THE SEAS
6 Night Western Caribbean & Perfect Day

Your digital boarding passes are ready, get them in the app now

ARRIVAL TIME
January 22 12:30pm - 1:00pm

Maria Antigua
PINNACLE CLUB · **MASTERS**

DECK	STATEROOM	MUSTER
11	11674	D5
RESERVATION #	SHIP	
2633717	Odyssey Of The Seas	

PORT
Fort Lauderdale

We've kept all the fun and added a layer of safety. Follow these protocols for a healthy sailing:

Day before your cruise: Answer your health questions in the app
Save time and vacation smiles. Sign in to the app, we'll send a reminder notification to complete the health questions. Can't access the app? Answer your health questions at the terminal.

Boarding day: Honor your arrival time at the terminal
Everyone will receive a wellness check before being cleared to board. Guests who arrive outside of their scheduled arrival time will delay their boarding. Be sure to have your travel documents handy.

Onboard: Complete your safety briefing
Connect to the ship's free Wi-Fi (no internet package required, in-app charges), tap Safety on the app's home screen to launch the safety briefing, then stop by your assembly station before the ship sails. No app? Go to your assembly station and a crew member will assist you.

Privacy and Guest Data

Informational Policies

Purpose: Guests could be sharing a variety of personal data with different roles throughout the debarkation and embarkation process. All personal data must be treated with great care and sensitivity. It is everyone's responsibility to uphold the company standards for integrity and ethics and protect guests' private information.

Important: Sensitive data should never be shared without the guests' permission. Sensitive data can include the following:

- Full name
- Phone number
- Mailing address
- Email address
- Credit card information
- Age
- Date of birth
- Photograph
- Medical conditions

Proper Manifest Handling

Informational Policies

Purpose: To retain the privacy and confidentiality of all contents of all manifests and all other printed material containing sensitive personal information, it is of the highest concern that all such papers are destroyed before a ship sails at the end of its turn day operation.

Description: Personal Information that needs to be discarded properly applies and pertains to printed manifests (except Porter manifests), printed emails, and any other hard copy containing names, passport information, payment information, and any other content that could be considered sensitive personal information.

Important:

- It is the responsibility of all Pier Supervisors to ensure that all the information outlined above were brought off the ship prior to or during a turn day operation and returned to the Guest Services Manager/ Guest Relations Director.
- If you receive a sailing manifest via email, save the manifest to the hard drive of your laptop (if applicable) for future reference, but do NOT print the manifest out.
- Porter manifests are excluded from this policy as they have been designed to not contain any personal, confidential, or sensitive information or data. Porter manifests do not need to be counted before they are distributed.

Procedure:

- At the beginning of the day, the Pier Coordinator must know:
 - How many manifests (other than Porter manifests) in total were received.
 - How many were distributed to the Pier Coordinator Desk, Security Team, and any other location of the pier and cruise terminal along with any offsite location such as a hotels, airports, etc.
- Any other printed content that contains personal or sensitive information must be accounted for and the Pier Supervisor must know where this material is to be placed.
- At the end of the day, the Pier Supervisor must gather all manifests.
- Manifests that were sent to offsite locations must be sent to the pier either on the last transfer or via a pier staff employee returning to the pier. Note: If the manifest cannot be returned to the pier before the ship's departure, it must be taken from the offsite location back to the Ground Handler's Office to be destroyed.
 - In this circumstance, it must be shredded, incinerated, or otherwise destroyed beyond any possibility of being read.
- The Pier Supervisor must hand over all gathered manifests and personal, sensitive printed materials to the GSM/ GRD.
- The GSM/ GRD must take all gathered and received printed materials onboard to be destroyed (either incinerated or shredded).

Suite Class Guests

Informational Policies

Royal Caribbean International

The Royal Suite Class

For those who want a journey that's as rich as the memories they'll make along the way. World-class travel is defined by details that inspire, experiences that excite, and service that elevates every unforgettable moment. Royal Suite Class by Royal Caribbean® embodies the best in luxury travel. Choose from three tiers of unparalleled accommodations offering high-thread-count comfort, inclusive amenities that leave no detail to chance, and exclusive adventures crafted with guests in mind: Sea Class, Sky Class, Star Class.

Terminal Experience for The Royal Suite Class guests:

- Identifiers on their SetSail Pass
- Suite guests will be granted entrance into the terminal in accordance with their arrival to the terminal.
- Dedicated Check-In
- Priority Boarding

Royal Genie

Oasis and Quantum class ships offer Royal Genie services to our Star Class guests. These services extend to the terminal. The Royal Genie facilitates and expedites the guest check-in and boarding experience.

Celebrity Cruises

The Retreat®

The Retreat® isn't a place. It isn't an amenity. It isn't a service. It's all of this and more. The Retreat includes stunning accommodations, a private restaurant, and exclusive lounge and sundeck that rival any high-end resort. Your dedicated team of butlers, attendants, and concierges will do everything to ensure guests never have to lift a finger on vacation. Available on select ships.

AquaClass®

AquaClass staterooms provide luxurious spa elements infused into the stateroom experience, savor clean cuisine with exclusive dining at Blu restaurant, and escape to the SEA Thermal Suite on our Celebrity Edge® Series ships or Persian Garden on our Celebrity Millennium® Series and our Celebrity Solstice® Series ships. Relax with AquaSpa® treatments arranged by a personal spa concierge and feel rejuvenated with wellness classes such as meditation and yoga.

Concierge

Little details make a world of difference, and now our meticulously thought-out Concierge Class staterooms are even better. Featuring new services, amenities, and exclusive events, step inside and discover a space that is so much more than a room—it's an experience. As a Concierge Class guest, your team of dedicated professionals will take care of all your vacation needs. From Priority Check-In—when guests are greeted by Concierge—to the moment they head back home, we're there to assist.

Terminal Experience for The Retreat, AquaClass, and Concierge guests:

- Identifiers on their Xpress Pass
- Suite guests will be granted entrance into the terminal in accordance with their arrival to the terminal.
- Dedicated Check-In for The Retreat Guests. Zenith guests follow the same path as Retreat guests.
- Priority Boarding
- Upon check in, check in agent will formally hand off the guest a shipboard team member if available.

Save the Waves

Informational Policies

Purpose: Over the course of 20 years, Save the Waves has been our unofficial philosophy behind our commitment to environmental stewardship. Stemming from a company-wide recycling program in 1992, Save the Waves branched out over the years to include more ambitious goals such as emissions reduction and wastewater treatment.

The four key principles:

- Reduce, reuse, recycle – Reduce the generation of waste material, reuse and recycle wherever possible, and properly dispose of remaining wastes.
- Practice pollution prevention – It is strictly forbidden to throw anything overboard.
- Go Above and Beyond Compliance (ABC) – Do more than the regulations require.
- Continuous Improvement – Change is the only constant. Innovation is encouraged and rewarded.

As our knowledge of the oceans grew, so did our program, which evolved into a broader sustainability platform aimed at preserving the oceans and protecting coastal communities.

In 2015, we took a step back and formalized that program into an official platform that spans all operations from our new building to our charitable giving.

Extending well beyond shipboard operations and our employee workforce, the platform drives our collaboration with educational institutions such as the University of Miami, World Wildlife Fund, PADF and other entities to help strengthen policies and protect resources so our marine environment can remain vibrant and healthy.

SOLAS

Informational Policies

Description: The International Convention for the Safety of Life at Sea (SOLAS) requires that additional passenger information be recorded prior to a vessel departure. The name and gender of all persons on board, distinguished between adults, children, and infants, must be recorded and kept ashore. The entire SOLAS Regulation 27 as stated in Chapter III (Life-saving Appliances and Arrangements), Part A (General) is quoted below.

Information on Passengers

- All persons on board all passenger ships shall be counted prior to departure.
- Details of persons who have declared a need for special care or assistance in emergency situations shall be recorded and communicated to the master prior to departure.
- Not later than January 1, 1999, the names and gender of all persons on board, distinguishing between adults, children and infants shall be recorded for search and rescue purposes.
- The information required by paragraphs 1, 2 and 3 shall be kept ashore and made readily available to search and rescue services when needed.
- Administrations may exempt passenger ships from the requirements of paragraph 3 if the scheduled voyages of such ships render it impracticable for them to prepare such records.

Important:

- Since the age range of children is not defined in the regulations and could vary among Flag States, the actual age of the passenger as determined on embarkation date could be listed on the manifest in whole years. Listing the dates of birth as provided by the passenger on the PCI cards would also comply with the regulation.
- The gender should be listed as Male/Female.
- Both vessel and shore side copies of the passenger manifest must be 100% accurate and complete at the time of sailing. Although implementation of the Pier Automation system will allow us to satisfy this regulation more easily, an interim system has been implemented until that time. Manually prepared passenger manifest copies are now provided to RCI and Celebrity Marine Operations dept. as soon after sailing as possible.
- In U.S. ports, the coast Guard has the responsibility to ensure that this regulation is being fully complied with by the cruise line.

SOP

Standard Operating Procedures (SOP) are procedure specific to the operation described. For access to these SOP's please reach out to your respective Account Manager.

Category	SOP Title
ADA	Pier Wheelchair Rentals
POI	Celebrity CBP Selected Guests
POI	Royal CBP Inspection of Guests upon Departure
Public Health	Guest Visitor Temperature Check
Public Health	Public Health
CBP Facial Recognition	CBP Facial Recognition
Mobile Gangway	Mobile Gangway Boarding
Port Everglades	559 Procedures for Port Everglades
Port Everglades	PEV T18 Star Class Boarding
Port Everglades	PEV T18 Star Class Departure
Port Everglades	Special Needs Port Everglades Terminal 18 Wheelchair Rentals
CLCP	CLCP Mail Delivery
CLCP	CLCP TWIC Guidance
CLCP	Large Group Day Visitors
CLCP	Lost Luggage
CLCP	Motorcycle Groups
CLCP	Passenger Boarding Bridge
CLCP	Port Access Security System
CLCP	Terminal Parking
CLCP	Terminal Visitor Log
CLCP	Transfer Bus Notification
CLCP	TWIC Guidance
CLCP	Wheelchairs
The Key & Premier Pass	The Key and Premier Pass
Portable PA	Portable PA
Port Vetting	New Port Assessment
Misc.	Pier Oversell
Misc.	Royal Caribbean Star Class
Offline Contingency	Contingency Plan
Safety Culture Audits	Safety Culture
COVID	Infection Prevention and Control
COVID	ADA Assistance and Wheelchair Cleaning Process
COVID	Airport Experience
COVID	Arrival Window Enforcement Plan
COVID	COVID-19 Vaccine Validation
COVID	Denied Boarding Procedure
COVID	Filter Eurofins PCR Test Result – Short Term- Singapore
COVID	Handling a positive case at the pier
COVID	Personal Protective Equipment – Ground Handler
COVID	Personal Protective Equipment – Guests and Visitors
COVID	Pre-Arrival Test Result Validation
COVID	Terminal Seating Arrangements

GUEST PORT SERVICES

COVID	Testing at the pier
COVID	Transportation – Safety, Sanitization, and PPE Plan
COVID	Vaccination Record and Testing Audit Process
COVID	Vaccination Screening Protocols for Singapore
COVID	Wellness Screening at Check-In
COVID	Wellness Screening Process for Port Personnel
COVID	Wellness Secondary Screening Protocols - Guests

Chapter 8 - Billing Procedures

Billing Overview and Guidelines

Port Services Department has a Financial Administrative team that supports the billing processes at Royal Caribbean Group (RCG).

Billing Procedures & Timelines

The Ground Handler will use and follow RCG invoice billing format. In addition, the Ground Handler will justify all staffing hours and transfer movements that are over or under the weekly-determined financial budget. See contract for specific details.

Invoice Submissions & Discrepancies

In an effort to ensure that Ground Handler payments are paid in a timely manner, a structured process for notification of guest count discrepancies (manifest vs. invoiced counts) has been established. RCG expectation is that invoices that are submitted are reviewed and accurate. However, if we detect discrepancies in invoices, the Port Operations Analyst will reject the invoice (see [How to manage rejected invoices](#)). Once rejected in IMS you will receive an email notification from IMS. Follow the procedures to investigate why the invoice was rejected, resolve, and re-submit. The discrepancy should be resolved within 3 weeks of the email date. Discrepancies must be resolved before payment of invoices occur.

Billing Contact Information

Billing E-Mail Address for inquiries and statements
gpsinvoices@rccl.com

IMS Support Team for System Error
portcallreport@rccl.com
Billing Address (to display on invoice)
Royal Caribbean Group
1080 Caribbean Way
Miami, FL 33132

Types of Invoices:

- Transfer Invoices
- Staffing Related Invoices
- Extra Charges Invoices

Transfer Invoices

Transfer Invoices US Ports – Cape Liberty Transfers

For United States turnaround ports (including both Honolulu and Seward, excluding SJU) transfer invoices for the day of the turn should be submitted to Cape Liberty Transfers. Send via email to cltinvoices@rccl.com. Please include supporting documentation such as transfer manifests, transfer receipts, and e-mail directives from GPS management.

Transfer Invoices for NON-US Ports (including SJU)

Transfer invoices includes guest movement for the day of the turn and both pre (before the cruise) and post (after the cruise). The transfer invoices should be submitted via IMS (<https://www.rcclims.com>) with supporting documentation such as an e-mail directives from GPS management, sold onboard manifests, or transfers sold at the airport or pier. The IMS entry and invoice should be per manifest, separating arrival invoices and departure invoices. In IMS it is important that each expense type is per line item. When uploading invoices and supporting documentation unto IMS please submit PDF format, do not password protect the document. If you have any questions, please contact the billing contact above.

Multiple descriptions utilize the same IMS Expense type. Although, description components may use the same IMS expense type, different line items must be applied. Input the correct descriptions in your vendor comments section in IMS. See [Transfer IMS Example](#). *

IMS Expense Type	Description *	Comments
Transfer – paid cruise only	Pier to Airport Transfers	All pier to airport transfers should use this expense code. Please ensure submit the necessary back-up documentation.
	Airport to Pier Transfers	
	Transfer Sold onboard	
	Transfers Sold at the airport	
	Late add-ons	
	Handi Van requests (specialized transfer for our special needs guests)	Special Needs Report (Handi-van request), must contain guest name and booking ID.
	Airport Portorage	
<<Port City>> – Hotel Guest Transfer <i>Example: Miami – Hotel Guest Transfer</i>	This includes meet & greet staffing hours for pre and post (not day of turn) and transfer hotel movements: <ul style="list-style-type: none"> ○ Pier to Hotel ○ Hotel to Pier ○ Airport to Hotel ○ Hotel to Airport 	Search by your city name This does NOT include turn day staffing hours. Also, when inputting city center code, remember this is based on the turn port. For instance if the turn is in Miami but it's a Fort Lauderdale hotel, please select Miami - Hotel Guest Transfer code.
	Luggage trucks used for hotel movement	
Luggage for cruise only transfers	Luggage Trucks Pier to Airport	Please ensure submit the necessary back-up documentation such as a guest manifest.
	Luggage Trucks Airport to Pier	

Transfer IMS Example:

*IMS description notated under Vendor Notes/Comments

MODIFY / SUBMIT EXPENSE

Vendor: Cape Liberty Transfers LLC (947897) (All) - USD	Submission #: 27947897MIA2206173	Status: New
Port: Miami, Florida (1001)	Submission Type: Expense	Voyage: 27891
Ship: Freedom of the Seas Pier: <input type="text"/>	Planned Date: 17-Jun-2022	
Invoice #: <input type="text"/>	Invoice Date: <input type="text"/>	Total: <input type="text" value="0.00"/>

Line Items	Attachments	Logs	Rates				
<div style="display: flex; align-items: center; gap: 5px;"> + 🗑️ </div>							
Expense	Quantity	Unit Cost (Loc..)	Payment FX/ CCY	Total (Local)	Forecast Amount	Variance Reason	Vendor Notes/Comment
MIAMI - Hotel Guest Transfers	50.00	20.0000	1.0000000000 USD	1,000.00		Miscellaneous	Airport to Hotel
Transfer - paid cruise only	300.00	20.0000	1.0000000000 USD	6,000.00		Miscellaneous	Airport to Pier
Transfer - paid cruise only	6.00	20.0000	1.0000000000 USD	120.00		Miscellaneous	Transfers Sold at the Airport
Transfer - paid cruise only	5.00	20.0000	1.0000000000 USD	100.00		Miscellaneous	Late Add-Ons
MIAMI - Hotel Guest Transfers	50.00	20.0000	1.0000000000 USD	1,000.00		Miscellaneous	Hotel to Pier
Transfer - paid cruise only	1.00	200.0000	1.0000000000 USD	200.00		Miscellaneous	HandiVan
Luggage for cruise only transfers	1.00	100.0000	1.0000000000 USD	100.00		Miscellaneous	Luggage Truck Airport to Pier
Transfer - paid cruise only	300.00	10.0000	1.0000000000 USD	3,000.00		Miscellaneous	Airport Portorage
MIAMI - Hotel Guest Transfers	1.00	100.0000	1.0000000000 USD	100.00		Miscellaneous	Luggage Truck Hotel to pier
				Total: 11,620.00			

Transfer Invoice Example:

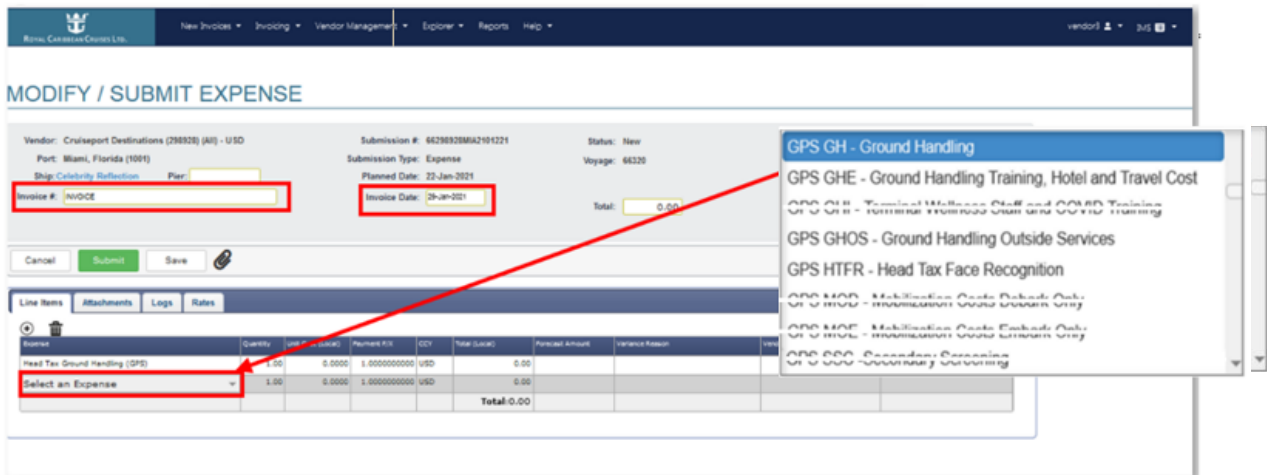
Your Company Name		INVOICE	
Your Company Slogan		DATE:	2/1/2022
Address		INVOICE #	1
City, State ZIP			
Phone 123.456.7890 Fax 123.456.7891			
Bill To:		For: Freedom of the Seas	
Name	GPS	Embark Transfer day of January 1, 2022	
Company	Royal Caribbean Group		
Address	1080 Caribbean Way		
City, State ZIP	Miami, FL, 33132		
Phone	305-539-8000		
QUANTITY	DESCRIPTION	RATE	AMOUNT
	<i>Embark - FR 01/01/2022 sailing</i>		
50	Airport to Hotel	\$ 20.00	\$ 1,000.00
	<i>IMS Expense: Miami - Hotel Guest Transfers</i>		
300	Airport to Pier	\$ 20.00	\$ 6,000.00
	<i>IMS Expense: Transfer - paid cruise only</i>		
6	Transfers sold at the airport	\$ 20.00	\$ 120.00
	<i>IMS Expense: Transfer - paid cruise only</i>		
5	Late Add-Ons - Airport to Pier	\$ 20.00	\$ 100.00
	<i>IMS Expense: Transfer - paid cruise only</i>		
50	Hotel to Pier	\$ 20.00	\$ 1,000.00
	<i>IMS Expense: Miami - Hotel Guest Transfers</i>		
1	HandiVan - Hotel to Pier	\$ 200.00	\$ 200.00
	<i>IMS Expense: Transfer - paid cruise only</i>		
1	Luggage Trucks Airport to Pier	\$ 100.00	\$ 100.00
	<i>IMS Expense: Luggage for cruise only transfers</i>		
300	Airport Porterage	\$ 10.00	\$ 3,000.00
	<i>IMS Expense: Transfer - paid cruise only</i>		
1	Luggage Trucks Hotel to Pier	\$ 100.00	\$ 100.00
	<i>IMS Expense: Miami - Hotel Guest Transfers</i>		
			SUBTOTAL \$ 11,620.00
			TAX RATE 0.00%
			SALES TAX -
			OTHER -
			TOTAL \$ 11,620.00
Make all checks payable to Your Company Name			
Total due in 30 days.			
THANK YOU FOR YOUR BUSINESS!			

Staffing Related Invoices

Staffing related invoices must be submitted through the Invoice Management System (IMS). Below is a description the codes available to Ground Handler in IMS. If you have an expense type not mentioned, seek more information from your Account Manager (AM).

Expense Type	Description
GPS GH - Ground Handling	Ground Handling expense type includes turnaround staffing cost; for terminal staff on turn day. Post sailing the GH will invoice based on the actual staffing that was used for the turnaround at the pier. The number should not exceed what was budgeted without Account Manager approval.
GPS GHE - Ground Handling Training, Hotel, & Travel Cost	Ground Handling Port Expense includes training, travel cost and turn day staffing for airport, offsite, and hotel (not meet & greet staffing hours pre and post).
GPS GHOS - Ground Handling Outside Services	Special circumstances. This should be pre-arranged with your Account Manager.
GPS HTFR - Head Tax Face Recognition	Available in certain ports. As of February 2022: MIA, FLL, PCN, & GAL
GPS GIM Imflow (BCN only)	To be used by Barcelona only and pre-approved by Account Manager.
<<Port City>> – Hotel Guest Transfer Example: <i>Miami – Hotel Guest Transfer</i>	Search by your city name. This includes meet & greet staffing hours pre and post.

Staff IMS Example:



Note: Some expense types may still appear, but they are no longer utilized.

Sample Staffing Invoice:

Include a time sheet of the turn day with the invoice. All invoices must be broken down by the expense components outlined above.

Company Name Street Address City, ST ZIP Code Phone: Enter phone Fax: Enter fax		INVOICE INVOICE #NUMBER DATE: ENTER DATE		
TO: Royal Caribbean Group 1080 Caribbean Way Miami, FL 33132 305-539-6000		FOR: Project or service description		
DESCRIPTION	HOURS	RATE	AMOUNT	
Turnaround Staffing	Hours	Rate	Amount	
<i>IMS Expense Description: GPS GH GROUND HANDLING</i>				
Offsite Location Staffing	Hours	Rate	Amount	
Turn Staff Training	Hours	Rate	Amount	
<i>IMS Expense Description: GPS GHE - Ground Handling Training, Hotel, & Travel Cost</i>				
Trade Event Staffing	Hours	Rate	Amount	
<i>IMS Expense Description: GPS GHOS - Ground Handling Outside Services (pre-arranged with AM)</i>				
CBP Facial Recognition Reimbursement		Rate	Amount	
<i>IMS Expense Description: GPS HTRF - Head Tax Face Recognition</i>				
			TOTAL	AMOUNT

Extra Charges Invoices

Extra charges include items discussed with your Account Manager for the welfare of our mutual guests. These charges are not regular expenses. Process for submitting these invoices should be discussed with your Account Manager. Once approved these invoices should be submitted to GPSinvoices@rccl.com with supporting documentation such as directive email from GPS Account Manager.

Your Company Name		INVOICE	
<i>Your Company Slogan</i>		DATE:	2/1/2022
Address		INVOICE #	1
City, State ZIP			
Phone 123.456.7890 Fax 123.456.7891			
Bill To:		For: Freedom of the Seas	
Name	GPS	Embark January 1, 2022	
Company	Royal Caribbean Group		
Address	1080 Caribbean Way		
City, State ZIP	Miami, FL. 33132		
Phone	305-539-6000		
QUANTITY	DESCRIPTION	RATE	AMOUNT
1	Holding Location Rental	\$ 500.00	\$ 500.00
1	Catering for guest at holding location	\$ 1,000.00	\$ 1,000.00
1	Counter Fee Rental	\$ 200.00	\$ 200.00
20	Manifest printing	\$ 10.00	\$ 200.00
SUBTOTAL			\$ 1,900.00
TAX RATE			0.00%
SALES TAX			-
OTHER			-
TOTAL			\$ 1,900.00
<p>Make all checks payable to Your Company Name Total due in 30 days.</p>			
THANK YOU FOR YOUR BUSINESS!			

Invoice Management Manual

Staffing related and transfer movement invoices must be submitted through the Invoice Management System (IMS) along with supporting documentation.

HOW TO: SUBMIT INVOICES IN IMS

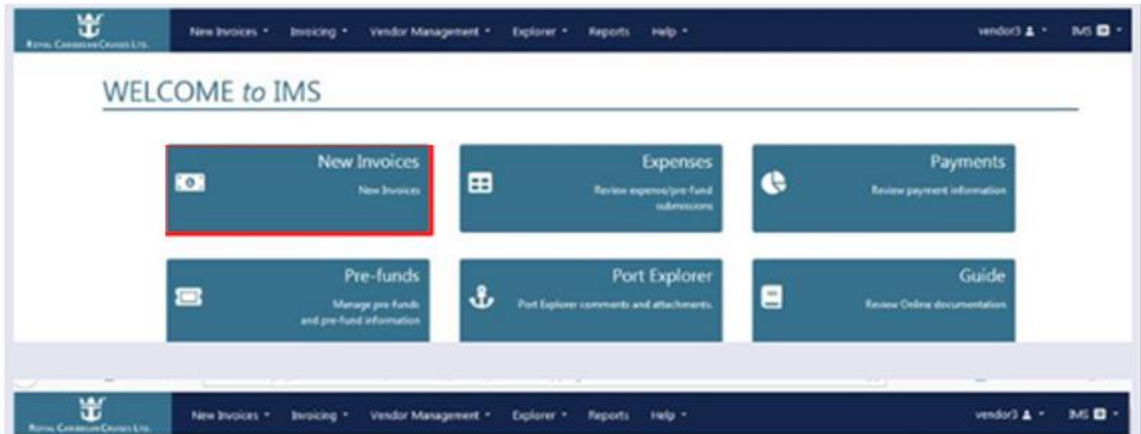
Log into IMS (www.rcclims.com). A username and password will be assigned.

Please provide contact assigned to enter and modify invoices in IMS (Full name and email address)

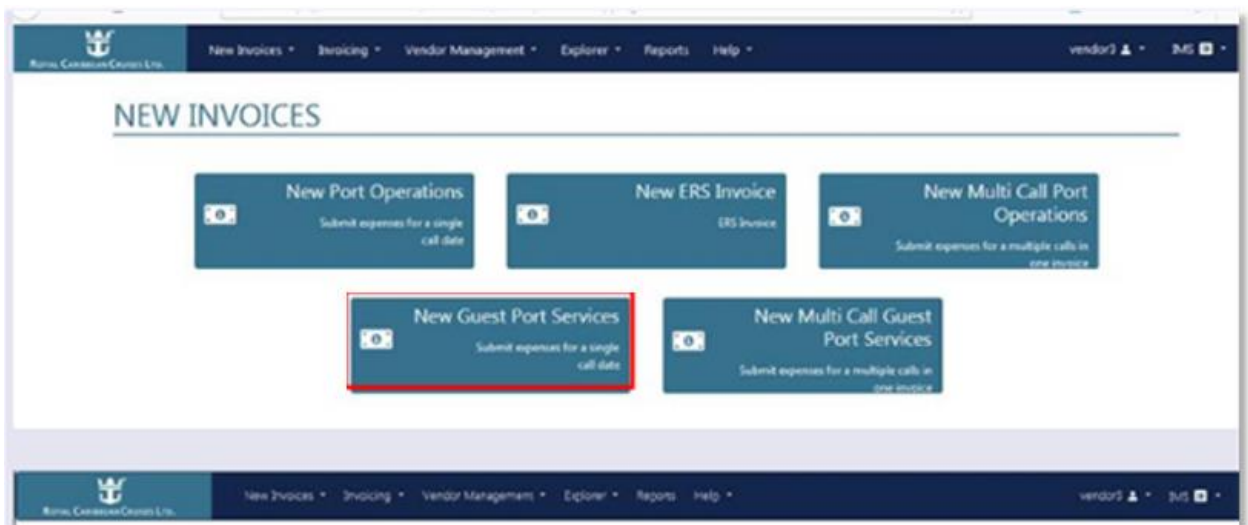
Note: Recommended browser Firefox version 35 or newer.

For single calls

1. Select New Invoices



2. Select New Guest Port Services



3. Vendor name will be automatically populated, select Call Date Start, Call Date End, Vendor Port Filter, Brand Filter, and Ship Filter

4. Once all the information is entered select Search
 5. As soon as you select Search, CREATE EXPENSE page will appear.
 6. Select the line item, the chosen line item will gray-out, (if the line item is not selected you will not be able to move ahead)

Vendor	Port	Ship	Call Date	Voyage #	Cancell.	Delet.	Voyage Description
Interlines Shoreline and Port Services - US	Fort Lauderdale, Florida	Celebrity Apex	05-Feb-2021	68039			Feb 3 2021 - Feb 28 2021

7. Then select NEW to create a new invoice.
8. This will take you to MODIFY/SUBMIT EXPENSE shown below, Type Invoice #
9. Add Invoice date (Please make sure it matches with your invoice date)
10. Add line items by selecting the “+” icon.
11. Select the expense from the drop-down list for (see staffing related invoices for description in the example below).
 - GPS GH - Ground Handling
 - GPS GHE - Ground Handling Training, Hotel, & Travel Cost
 - GPS GHI - Terminal Wellness Staff and COVID Training
 - GPS GHOS - Ground Handling Outside Services
 - GPS HTFR - Head Tax Face Recognition
 - GPS MOD - Mobilization Costs Debark Only
 - GPS MOE - Mobilization Costs Embark Only
 - GPS SSC - Secondary Screening

MODIFY / SUBMIT EXPENSE

Vendor: Cruiseport Destinations (298928) (All) - USD
 Port: Miami, Florida (1001)
 Ship: Celebrity Reflection Pier:
 Invoice #:
 Submission #: 6529828MIA2101221
 Submission Type: Expense
 Planned Date: 22-Jan-2021
 Invoice Date:
 Status: New
 Voyage: 68320
 Total: 0.00

Cancel Save

Line Items Attachments Logs Rates

Formal	Quantity	Unit Price	Payment Fty	CCY	Total (Local)	Amount	Variance Reason	Vendor
Head Tax Ground Handling (GPS)	1.00	0.0000	1.0000000000	USD	0.00			
Select an Expense	1.00	0.0000	1.0000000000	USD	0.00			
					Total:	0.00		

12. As each expense description is added input the amount of the selected component unit cost
13. Select the attachment icon (📎) to attach invoice and supporting documents (ensure to create one single file with all supporting documents in PDF format)
14. After uploading the document, select Upload.
15. A message will appear after uploading "The file was uploaded successfully."
16. Select Submit

MODIFY / SUBMIT EXPENSE

Vendor: Intervales Shoreline and Port Services
 Port: Fort Lauderdale, Florida (1025)
 Ship: Celebrity Apex Pier:
 Invoice #:
 Status: New
 Voyage: 68029
 Total: 0.00

Cancel Save

Line Items Attachments Logs Rates

Upload Attachment

Type: Invoice

Title:

File: No files selected.

Description:

Notes:

- IMS will show a message if invoice was already submitted.
- Once an invoice is submitted, user will not be able to make changes unless it is rejected by Billing Analyst.

HOW TO: RETRIEVE INVOICES

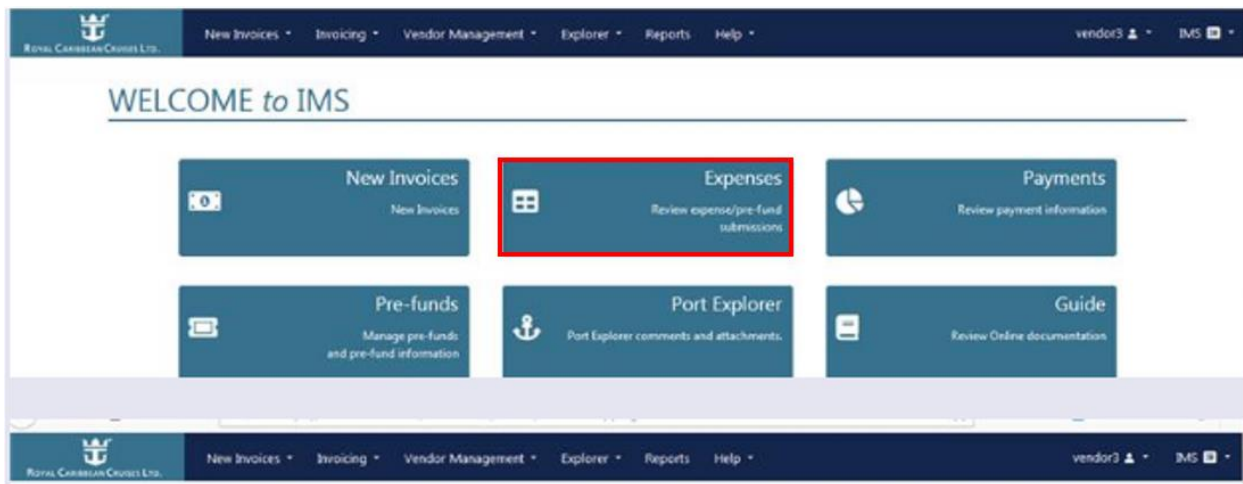
Once an invoice is reviewed by the Billing Analyst, it might be placed on REJECTED or PENDING status.

A rejected invoice means there is a correction, clarification, or support. The invoice expenses may need to provide more documentation, or an explanation is needed to approve the invoice. If an invoice is rejected the user will receive an automated email that includes the reason(s) why it was not processed. It may not match supporting documents and amount, incorrect rate is charged, incorrect prefund was applied, etc.).

An invoice is placed on PENDING status when there is an internal review/consultation that needs to take place in order to ensure the invoice can be approved.

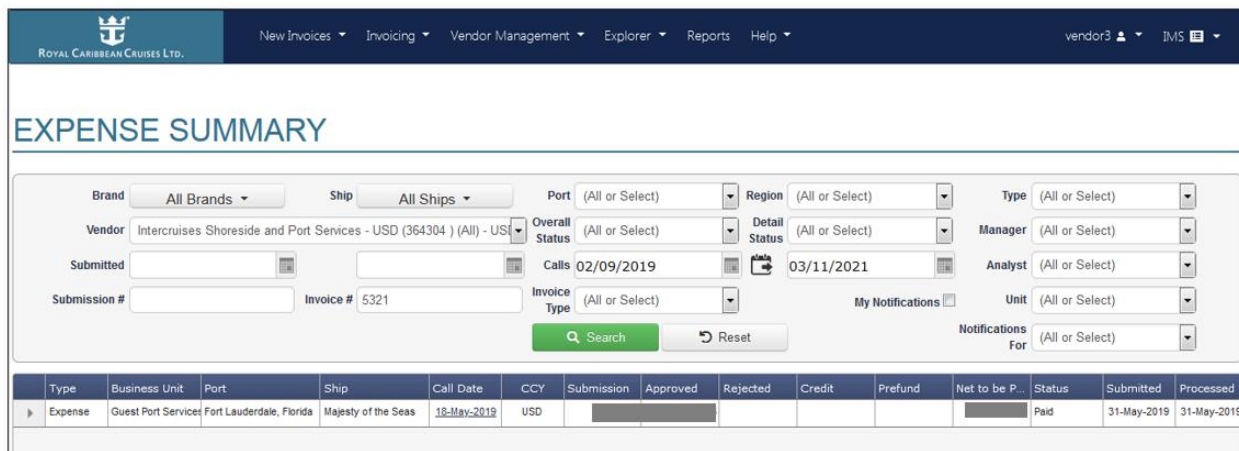
For all IMS statuses, agents can check a single invoice in the system:

1. Log into IMS
2. Select Expenses



3. Select vendor name from drop- down list.
4. Type invoice number on cell Invoice #
5. Select Search

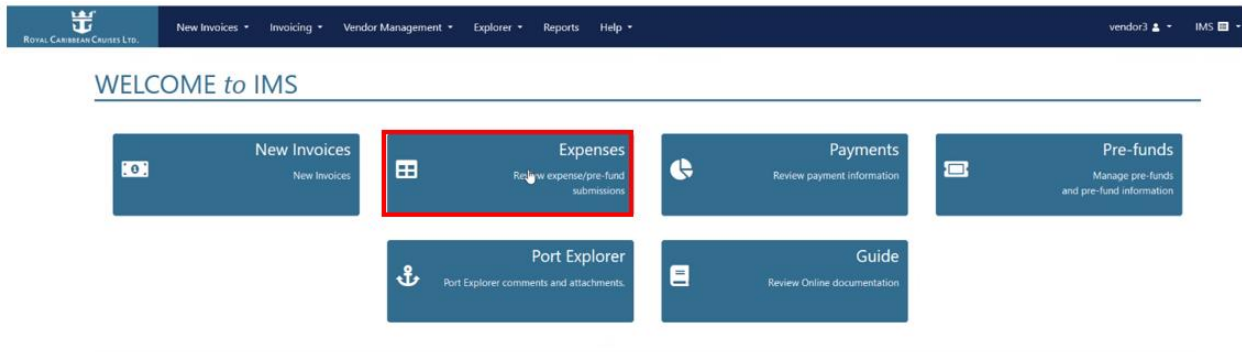
By selecting the invoice, the rejection reason will display.



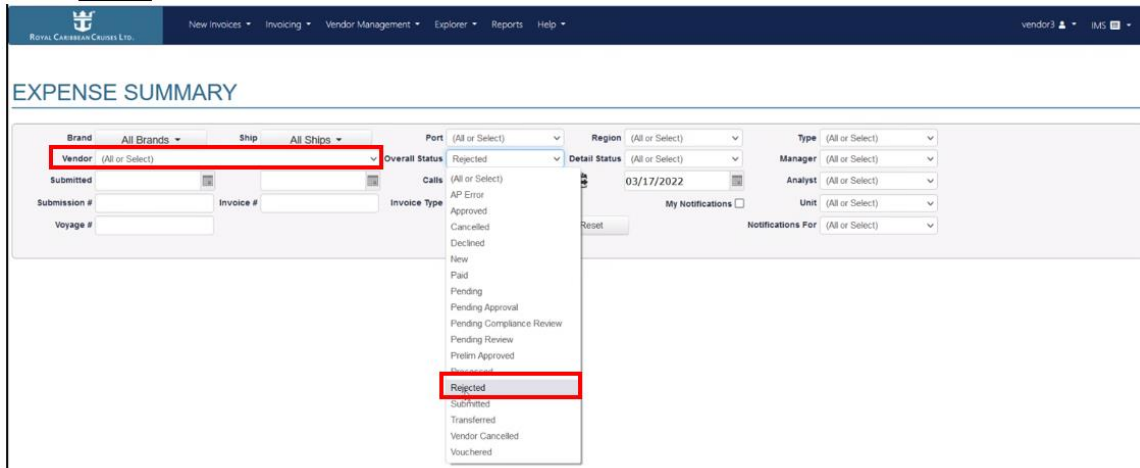
How to manage rejected invoices

Invoices may be rejected for a variable of reasons, including incorrect invoice number, missing or wrong attachments, incorrect expense types, incorrect rate, incorrect amount, on invoice numbers. You will receive an email notification in IMS when invoices are rejected. Follow the procedures below to investigate why the invoice was rejected, resolve, and re-submit.

1. Go to Expenses



2. Select the Vendor and in Overall Status select "Rejected"



3. Select Search

4. You will then view the invoices rejected, select the Call Date to view the invoice.

EXPENSE SUMMARY

Brand: All Brands | Ship: All Ships | Port: (All or Select) | Region: (All or Select) | Type: (All or Select)

Vendor: Intercruises Shoreside and Port Services - USD (364304) (All) - USC | Overall Status: Rejected | Detail Status: (All or Select) | Manager: (All or Select)

Submitted: [] | Calls: 02/15/2020 | 03/17/2022 | Analyst: (All or Select)

Submission #: [] | Invoice #: [] | Invoice Type: (All or Select) | My Notifications: [] | Unit: (All or Select)

Voyage #: [] | Search: [] | Reset: [] | Notifications For: (All or Select)

Type	Business Unit	Port	Ship	Call Date	CCY	Submission	Approved	Rejected	Credit	Prefund	Net to be...	Status	Submitted	Processed	Submission #	Vendor	Vendor Invoice
Expense	Port Operations	Honolulu, Oahu, Hawaii	Celebrity Eclipse	18-Sep-2021	USD							Rejected	15-Nov-2021		119700	Intercruises Shoreside...	
Expense	Guest Port Service	Otlando (Port Canav...	Mariner of the Seas	11-Oct-2021	USD	2021-09-18T0...						Rejected	14-Jan-2022	14-Jan-2022	128080	Intercruises Shoreside...	
Expense	Guest Port Service	Otlando (Port Canav...	Mariner of the Seas	15-Oct-2021	USD							Rejected	14-Jan-2022	14-Jan-2022	128110	Intercruises Shoreside...	
Expense	Guest Port Service	Otlando (Port Canav...	Independence of th...	21-Nov-2021	USD							Rejected	14-Jan-2022	14-Jan-2022	128150	Intercruises Shoreside...	
Expense	Guest Port Service	Otlando (Port Canav...	Mariner of the Seas	02-Nov-2021	USD							Rejected	14-Jan-2022	14-Jan-2022	128120	Intercruises Shoreside...	
Expense	Guest Port Service	Otlando (Port Canav...	Independence of th...	05-Nov-2021	USD							Rejected	14-Jan-2022	14-Jan-2022	128160	Intercruises Shoreside...	
Expense	Guest Port Service	Otlando (Port Canav...	Mariner of the Seas	05-Nov-2021	USD							Rejected	14-Jan-2022	14-Jan-2022	128140	Intercruises Shoreside...	
Expense	Guest Port Service	Otlando (Port Canav...	Independence of th...	08-Nov-2021	USD							Rejected	14-Jan-2022	14-Jan-2022	128230	Intercruises Shoreside...	
Expense	Port Operations	Los Angeles, California	Navigator of the Seas	19-Nov-2021	USD							Rejected	16-Dec-2021		125270	Intercruises Shoreside...	

Go to page: 1 | Show rows

Once you have selected the vendor, on the bottom of the screen, scroll to the right and under Business Notes/Comments you will see the rejection reason. Be mindful of the message.

MODIFY / SUBMIT EXPENSE

Vendor: Intercruises Shoreside and Port Services - USD (364304) (All) - USD | Submission #: 119700 | Status: Rejected

Port: Honolulu, Oahu, Hawaii (1133) | Submission Type: Expense | Voyage: 64375

Ship: Celebrity Eclipse | Pier: Honolulu | Planned Date: 18-Sep-2021

Invoice #: 11970-0 | Invoice Date: 15-Nov-2021 | Total: 46185.13

Cancel | Submit | Save

Line Items | Attachments | Logs | Rates

Quantity	Unit Cost (Local)	Payment F/X	CCY	Total (Local)	Forecast Amount	Variance Reason	Rejection Reason	Vendor Notes/Comment	Business Notes/Comment	Internal Notes/Comment
1.00		1.0000000000	USD				Not Applicable	USER Fee # 1	incorrect vendor name on...	
1.00		1.0000000000	USD				Not Applicable	Tonnage # 1	incorrect vendor name on...	
1.00		1.0000000000	USD				Not Applicable	Pilots Out	incorrect vendor name on...	
1.00		1.0000000000	USD				Not Applicable	Pilots In	incorrect vendor name on...	
1.00		1.0000000000	USD			Miscellaneous	Not Applicable	Linesmen	incorrect vendor name on...	
1.00		1.0000000000	USD			Miscellaneous	Not Applicable	Dockage	incorrect vendor name on...	
1.00		1.0000000000	USD			Miscellaneous	Not Applicable	Agency Fees	incorrect vendor name on...	
				Total:						

You will be able to edit a multitude of items.

- Edit invoice date
- Add/remove attachments
- Alter invoice numbers
- Cancel
- To view who rejected your invoice, you can select “Log” to see the billing analyst details. You may contact them for more guidance.

PROCESS EXPENSE FOR GUEST PORT SERVICES

Vendor: Metro Shore Services Llc (415150)	Submission #: 323074	Status: Rejected
Port/Pier: Seattle, Washington (1116)	Actual Date: 06-Aug-2021	Voyage #: 56802
Ship: Celebrity Millennium	Planned Date: 06-Aug-2021	Type: Expense
Invoice #: 323074	Invoice Date: 06-Aug-2021	Total:

- [Process & Pay](#)
[Process](#)
[Compare](#)
[Upload](#)
[Cancel Submission](#)
[Save](#)

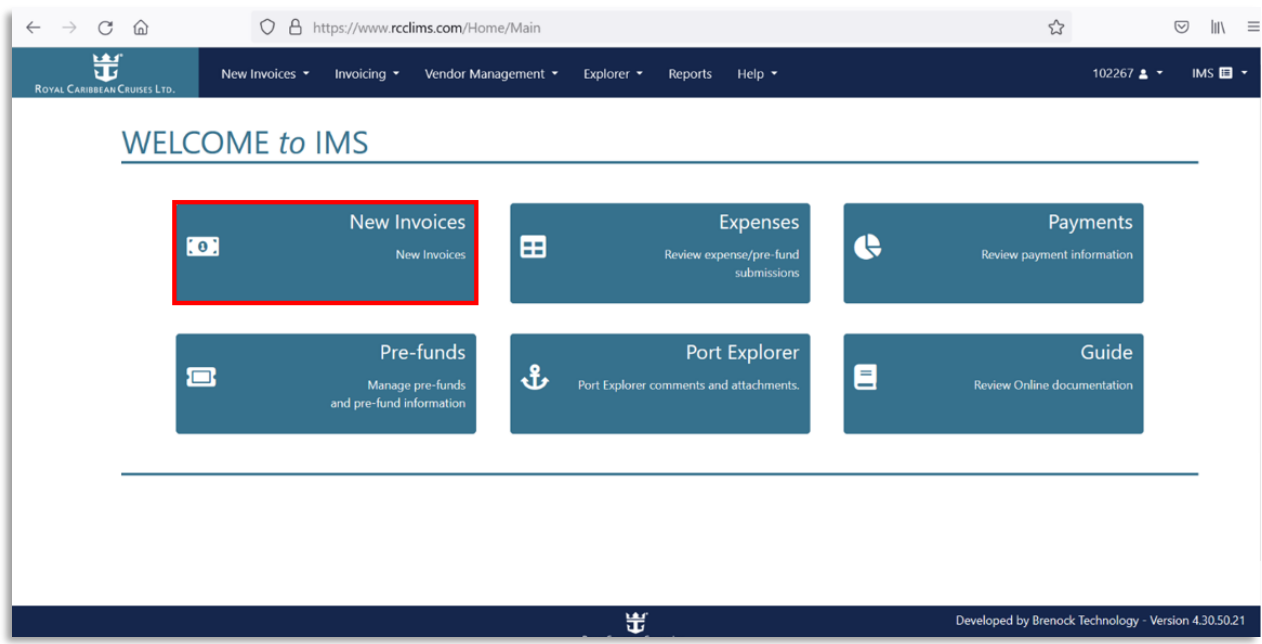
Financial Plan

- [Line Items](#)
[Compare](#)
[Attachments](#)
[Voyage Report](#)
[Call History](#)
[Invoice History](#)
[Rates](#)
[Related Invoices](#)
[Logs](#)

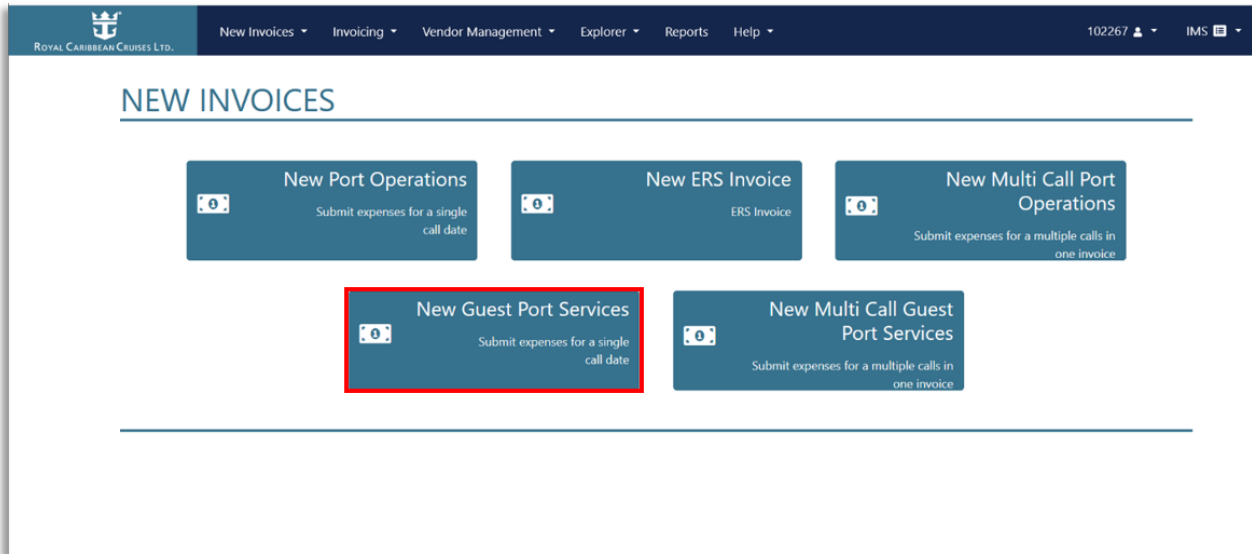
From Status	To Status	Performed By	Message	Date
New	Submitted	Alejandrina Martinez (alejandrina.martinez@metroports.com)		23-Nov-2021 16:49:02
Submitted	Rejected	Guillermo Lobos (globos@rccl.com)		30-Nov-2021 15:04:19

How to submit multiple call invoices.

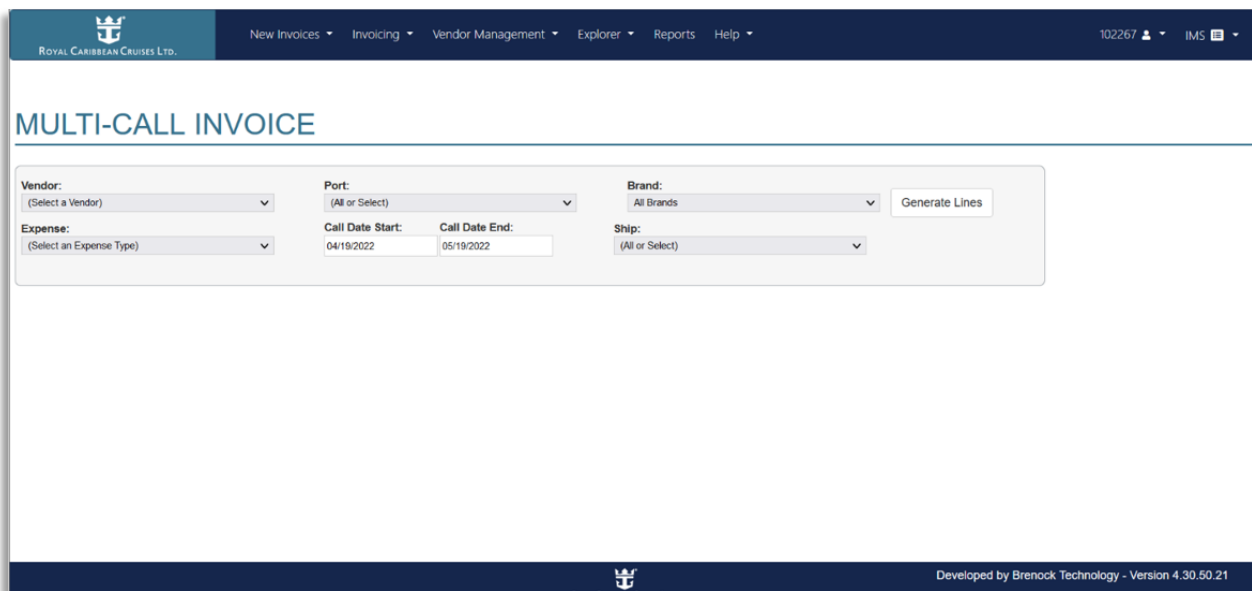
1. Select New Invoices



2. Select New Multi Call Guest Port Services



3. Multi call invoice screen




- a. Select vendor name
 - b. Select Port
 - c. Select Expense Type
 - d. Call Date Start (select Embark date and Debark Date)
 - i. Bill us **separate** invoices, one for arrival and another for departure
 - e. Select Generate Line
4. Sort under ship line for your corresponding ship
 5. In the expense line you can alter the component for instance to Air & Sea Transfers, transfers – paid cruise only, or CITY Hotel Guest Transfer


Hide Generate Panel

Vendor: Intercoastal Shoreside and Port Services - USD (364) |
 Port: Fort Lauderdale, Florida |
 Brand: All Brands |

Expense: Air & Sea Transfers |
 Call Date Start: 04/19/2022 | **Call Date End:** 05/19/2022 |
 Ship: Enchantment of the Seas



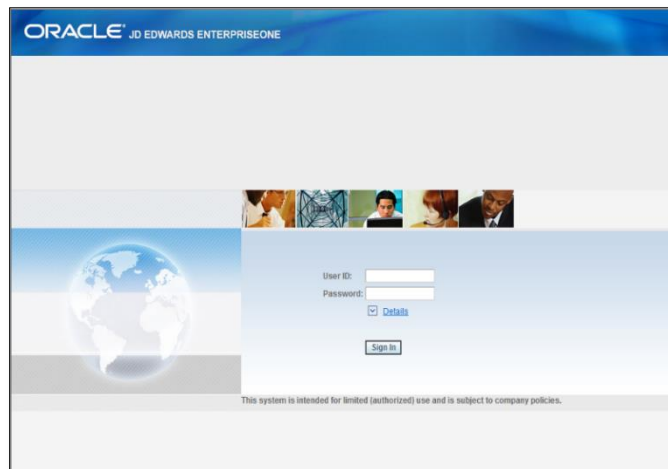
Expense	Ship	Port	Arrival	Quantity	Unit Cost (Local)	Payment F/X	Currency	Total (Local)	Forecast Amount	Variance Reason
Air & Sea Transfers	Celebrity Infinity	Fort Lauderdale, Florida	20-Apr-2022	1.00	0.00	1.0000000000	USD	0.00		
Air & Sea Transfers	Seas	Fort Lauderdale, Florida	20-Apr-2022	1.00	0.00	1.0000000000	USD	0.00		
Air & Sea Luggage		Fort Lauderdale, Florida	21-Apr-2022	1.00	0.00	1.0000000000	USD	0.00		
Air & Sea Transfers	Seas	Fort Lauderdale, Florida	21-Apr-2022	1.00	0.00	1.0000000000	USD	0.00		
AMSTERDAM - Hotel Guest Transfers	Seas	Fort Lauderdale, Florida	22-Apr-2022	1.00	0.00	1.0000000000	USD	0.00		
ARUBA - Hotel Guest Transfers	Seas	Fort Lauderdale, Florida	22-Apr-2022	1.00	0.00	1.0000000000	USD	0.00		
ATHENS - Hotel Guest Transfers	Seas	Fort Lauderdale, Florida	22-Apr-2022	1.00	0.00	1.0000000000	USD	0.00		
AUCKLAND - Hotel Guest Transfers	Seas	Fort Lauderdale, Florida	23-Apr-2022	1.00	0.00	1.0000000000	USD	0.00		
Bali - Hotel Guest Transfers	Seas	Fort Lauderdale, Florida	23-Apr-2022	1.00	0.00	1.0000000000	USD	0.00		
BALTIMORE - Hotel Guest Transfers	Seas	Fort Lauderdale, Florida	23-Apr-2022	1.00	0.00	1.0000000000	USD	0.00		
	Seas	Fort Lauderdale, Florida	23-Apr-2022	1.00	0.00	1.0000000000	USD	0.00		


 Developed by Brenock Technology - Version 4.30.50.21

ACCESSING JD EDWARDS

By accessing JD Edwards you can view the status and the breakdown of the payments received. Accounts Payable will generate a username and password for your company.

Website: <https://supplier.rccl.com/jde/servlet/com.jdedwards.runtime.virtual.LoginServlet>



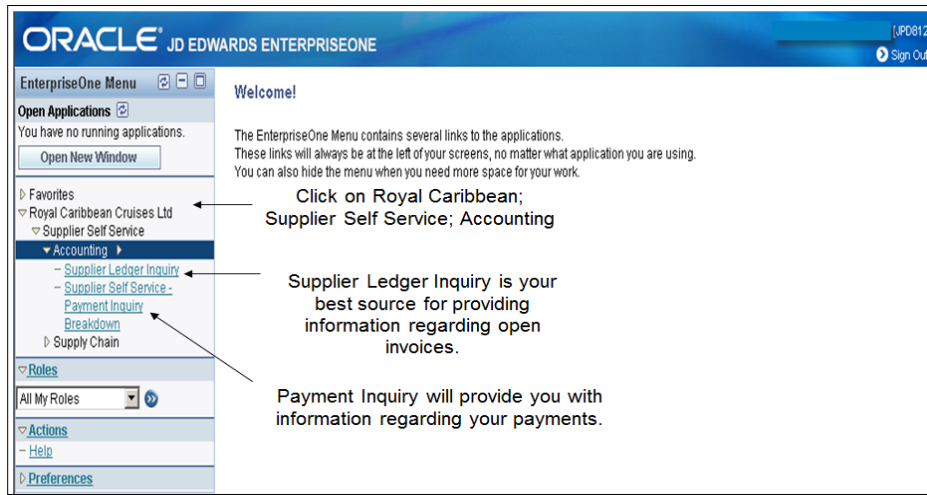
Once you have logged in, the following screen will appear:

To check the status of a particular invoice, select Supplier Ledger Inquiry

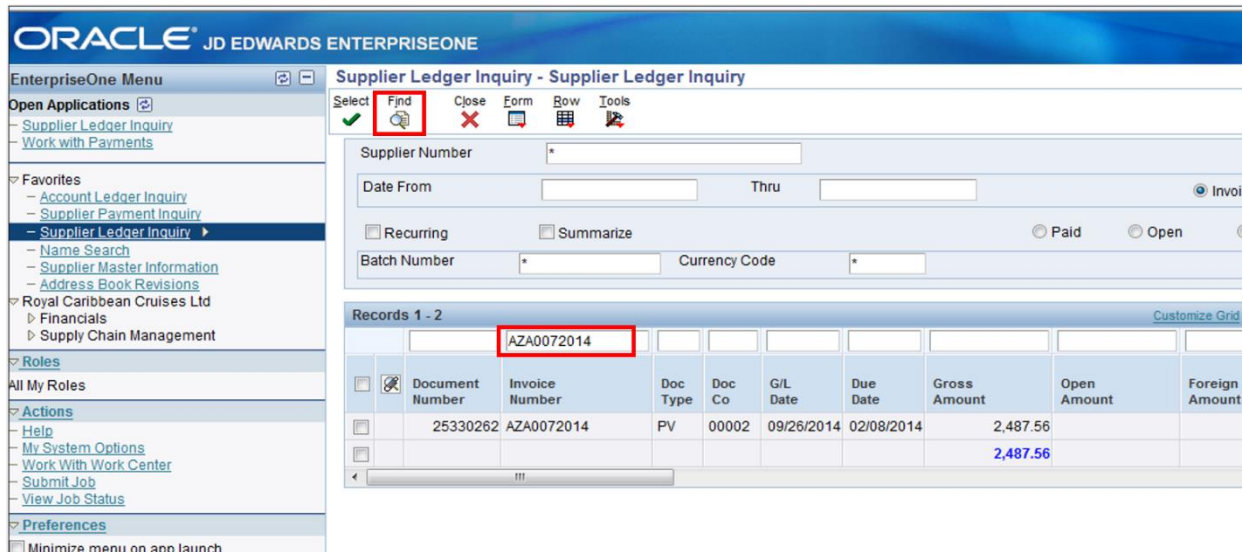
1. Type invoice number
2. Select Find

To verify the invoices included in a payment select Supplier Payment Inquiry

1. Enter Supplier #



2. Select date range, either invoice date range or check date range.
3. Select Find



ORACLE® JD EDWARDS ENTERPRISEONE

Supplier Self Service - Payment Inquiry Breakdown - Work With Payments

Supplier: Your Supplier # Your Company Name

Supplier Invoice: [Redacted]

Check Number: [Redacted]

Invoice Date Range: From [Redacted] Thru [Redacted]

Check Date Range: From 06/05/2003 Thru 06/05/2003

Records 1 - 14

Check Number	Check Amount	Invoice Number	Invoice Date	Payment Amount	Check Date	Purchase Order	Cur Cod	Foreign Payment Amount
1001331	1,371.35	30417	04/10/2003	158.85	06/05/2003	01051841	USD	
1001331	1,371.35	30418	04/14/2003	158.85	06/05/2003	01051839	USD	
1001331	1,371.35	30543	04/17/2003	158.85	06/05/2003	01054688	USD	
1001331	1,371.35	306600	04/29/2003	52.95	06/05/2003	01054698	USD	
1001331	1,371.35	306600	05/03/2003	52.95	06/05/2003	01054636	USD	
1001331	1,371.35	306600	05/03/2003	52.95	06/05/2003	01057973	USD	
1001331	1,371.35	306600	05/03/2003	52.95	06/05/2003	01062622	USD	
1001331	1,371.35	30749	05/06/2003	211.80	06/05/2003	01062728	USD	
1001331	1,371.35	30750	05/06/2003	52.95	06/05/2003	01062731	USD	

You can search by any of the fields above or search by Check Date Range or Invoice Date Range

The Payment Inquiry Screen provides:

- Check number
- Check date
- Check Amount
- Invoice number
- Invoice Date
- Payment Amount
- PO Number if Applicable
- Currency
- Foreign Amount if Applicable

IMS User Request Form

This is a sample IMS request form. Reach out your assigned Account Manager for the digital version of this form.

SRM Request for New User in IMS (GPS use only)

1) Fill out all fields completely
 2) Verify the new users email address is UNIQUE and is not already being used in IMS (to verify, please contact Ashley Perez)
 3) Mark an "X" where applicable
 4) When form is fully completed, please send to ashley.perez@rccl.com
 5) Please do not edit any of the content
 **Please submit all requests at least 7 business days prior to necessary access date to allow for SRM approval/processing time

Access Type

Access Type: (mark with "X")* Add a User to IMS Modify a User's Access Remove a User's Access

Does Port Agent/Vendor Company already exist in IMS? (mark with "X")*: Yes No

User Info

First Name* _____
Last Name* _____
Email address* _____
(must be unique - see #2 above)

Recipient Type (mark with "X")*: Internal (RCCL Empl) Port Agent Vendor

If New User is:

RCCL Employee (access role = "Business") **PeopleSoft Number*** _____

Port Agent (access role = "Vendor") **Port Agent ID (in IMS)*** _____ **Port Agent Name (company name)*** _____

Vendor (access role = "Vendor") **Vendor ID (in IMS)*** _____ **Vendor Name (company name)*** _____

Requested by*: **Please put your title and full name** _____ **Date Submitted*:** _____

*required