



FAQ's for FireKeepers Royal Caribbean • Harmony of the Seas

Congratulations! Once Players Travel receives confirmation of your eligibility from FireKeepers Casino, they will contact you to obtain your personal information required by the cruise line to complete your reservation and allow boarding. To expedite the process, have all personal information including your emergency contacts information and valid identification (passport is recommended) when you are contacted.

Q: What are the cruise dates?

A: February 2 – 9, 2020.

Q: What cruise ship will the guests be traveling on?

A: The Royal Caribbean, Harmony of the Seas. She is 226,963 gross tons with 18 decks and has a guest capacity of 5,494 passengers based on double occupancy. She was built in 2016. She is a beautiful ship and the guests will love her.

Q: Will a 1099 be issued for the cruise package?

A: Yes.

Q: Are these cruise packages transferable?

A: No.

Q: Are minors allowed?

A: Minors are not allowed on this cruise as a second passenger.

Q: Are guests allowed to invite third or fourth passengers as guests?

A: Yes, additional cabin fares and transportation are at your expense.

Q: Is there a charge for onboard entertainment?

A: All entertainment on the ship is included.

Q: What is included in the cruise package?

A: A stateroom for two adults, round trip commercial flights and motor coach transportation, port fees, taxes, gratuities, bottled water in cabin, onboard food (except in the specialty restaurants), and some non-alcoholic beverages such as milk, tea, coffee and juice (except from the bars). Royal Caribbean charges for soda and additional bottled water. Complimentary drinks in the casino while gaming.

Q: Can guests upgrade or purchase cabins for friends and family?

A: Guests may purchase upgrades or additional cabins through Players Travel.

Q: When will documents be distributed?

A: A Bon Voyage Party will be held on February 1, from 4 – 6 pm in the Events Center at FireKeepers.



Q: What documents are required to board the ship?

A: For US Sailings - US Citizens need a valid Passport or their official Birth Certificate and a supporting Government Issued Photo ID, Hospital Birth Certificates are not accepted. We highly recommend guest sail with their valid US Passport book with 6 months validity past their cruise.

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

Q: When are the group's flights?

A: Flights and times are subject to change.

Date	From/To	Time
02Feb2020	Chicago Midway (MDW) / Orlando (MCO)	7:15 am – 10:55 am
09Feb2020	Orlando (MCO) / Chicago Midway (MDW)	12:35 pm – 2:25 pm

Q: What is the scheduled itinerary for this 7-night Western Caribbean cruise?

A:

Day	Itinerary
Sunday, February 2, 2020	Depart Orlando - Port Canaveral, FL (4:30 pm)
Monday, February 3, 2020	Perfect Day Cococay, Bahamas (8:00 am – 4:00 pm)
Tuesday, February 4, 2020	Cruising
Wednesday, February 5, 2020	Puerto Costa Maya, Mexico (11:00 am – 7:00 pm)
Thursday, February 6, 2020	Roatan, Honduras (7:00 am – 4:00 pm)
Friday, February 7, 2020	Cozumel, Mexico (7:30 am – 5:00 pm)
Saturday, February 8, 2020	Cruising
Sunday, February 9, 2020	Arrive Orlando - Port Canaveral, FL (6:00 am)

Q: What dining arrangements have been made for group?

A: The entire VIP Group is scheduled to dine together each evening at 8:00 pm. If there are any special dining requests, submit them to Players Travel.

Q: Is the internet & e-mail accessible while onboard the ship?

A: There are 2 options to stay connected while onboard.

1. VOOM Wireless Internet Access (Wi-Fi) All you need is a wireless device with Wi-Fi capability.
2. Wired (iCafes) Internet stations are available onboard, the location of which vary depending on the ship.

Q: Can guests call home from their cabin or be reached by telephone while sailing?

A: Yes, friends and family can contact the ship by calling 888-724-SHIP. Fees are charged by the minute



and can be charged to an American Express, MasterCard, Discover, or Diners Club. You can make ship-to-shore calls from your stateroom, 24 hours a day. Charges will automatically be charged to your SeaPass account.

Q: What is the smoking policy aboard Royal Caribbean Ships?

A: For the comfort and enjoyment of all guests, the ships are designated as non-smoking; however, Royal recognizes that some of our guests do smoke. Therefore, to provide an onboard environment that also satisfies smokers, Royal has designated certain areas of the ship as smoking areas. Smoking is not permitted inside any stateroom and any stateroom balcony. This applies to all stateroom categories onboard. If a guest is in violation of this stateroom policy, a cleaning fee of \$250 USD will be applied to their SeaPass® account and may be subject to further action pursuant to the "Consequences Section" of the Guest Conduct Policy. Casino Royale allows smoking and has a designated area for non-smoking guests. There will be visible signage indicating the non-smoking area in the casino.

Q: Will there be any representatives from FireKeepers Casino or Players Travel traveling with the group?

A: There will be three FireKeeper representatives and a Players Travel Representative onboard. The Players Travel representative will have a Royal Caribbean shipboard cell phone.

Q: Are there laundry services aboard the ship?

A: Self-service laundry facilities are not provided onboard but full laundry and dry-cleaning services are available for a fee. Irons are not provided and are not permitted in the staterooms as they constitute a fire hazard. Similar items will be confiscated upon being found and luggage will remain with security.

Q: What if you have any special dietary, physical or medical needs?

A: Guests should advise Players Travel of any special needs or requests when confirming their cabin.

Q: How can guests arrange for casino credit?

A: Guests may apply for a credit line from Royal Caribbean. Credit lines are at a minimum of \$5,000 with no maximum amount. Credit will not be issued onboard during the sailing. Credit applications must be submitted to Royal Caribbean at least two weeks prior to sailing. Players Travel will email a link to apply for onboard casino credit.

IF YOU NEED ANY FURTHER INFORMATION, CALL PLAYERS TRAVEL
MONDAY THROUGH FRIDAY FROM 9:00 am to 4:00 pm (Pacific Time)

702-251-1999 or 800-599-2021