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FREQUENTLY ASKED QUESTIONS

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I. **ATTRACTIONS AND ACTIVITIES**

1. **What is Perfect Day at CocoCay?**

Perfect Day at CocoCay is a private destination exclusively for Royal Caribbean guests, located in The Bahamas. You'll find endless ways to chill out and enjoy beautiful beaches and pristine water, plus thrilling experiences like the incredible Thrill Water Park, ziplining and every water sport you can imagine.

2. **Where can I find more information on Perfect Day at CocoCay, like what types of slides, rides, cabanas, beaches, and pools will be offered?**

The island is loaded with new thrills and endless ways to chill. To explore all the new attractions and amenities

3. **When does Perfect Day at CocoCay open?**

New attractions and experiences at Perfect Day at CocoCay will open in phases, with the full completion planned for January 31, 2020. Below please find the opening dates.

- NOW OPEN: The pier, Thrill Waterpark, the Zip Line, Splashaway Bay aqua park, Up, Up and Away helium balloon, Captain Jill's Galleon, Skipper's Grill dining, Captain Jack's, Chill Island, Chill Grill dining, Harbor Beach, Island Market, Logo Shop and Oasis Lagoon freshwater pool
- South Beach, Coco Beach Club and the Floating Cabanas will open on January 31, 2020.

Please note that these dates might be subject to change depending on the progress of construction.

4. **What if I am visiting the island before the Perfect Day at CocoCay completion dates? What will I experience?**

The most extensive phase of the island was completed as of May 2019 and is now open. South Beach, Coco Beach Club and the Floating Cabanas will open on January 31, 2020. We are making every effort to minimize the impact of island construction on our guest experience.

5. **Will there be photographers and photo opportunities on Perfect Day at CocoCay? Can photos from the island be purchased as part of a photo package?**

We're still working on different ways to capture your Perfect Day at CocoCay experience as you take on all the thrills, relaxation, and beauty that the island has to offer. This will likely include some photo opportunities that will be available as part of photo packages, plus other premium photo and video experiences offered for a separate charge.

6. **How do I reserve Perfect Day at CocoCay access to experiences like the Zip Line, Up, Up and Away helium balloon, and Thrill Waterpark?**

The best way for booked guests to plan their time and reserve access to the experiences on the island is through our Cruise Planner (RoyalCaribbean.com/CruisePlanner) site. Prices change



regularly due to seasonality and current promotions, but Cruise Planner always has the latest rates — and the biggest savings when you book ahead. And you can start planning your adventure right away, once you've booked your cruise.

Note that the Up, Up and Away helium balloon at Perfect Day at CocoCay is available for pre-reservation on Cruise Planner. In the event that balloon flight is not possible due to wind or other weather conditions, your reservation will be refunded.

7. Is there a daycare or Adventure Ocean® kids program at Perfect Day at CocoCay?

There is not a dedicated daycare or Adventure Ocean program on the island, but Adventure Ocean will remain open onboard.

8. Is there an adults only area at Perfect Day at CocoCay?

Currently, all venues and activities are open to guests of all ages. But given the size of the island and the range of experiences, you're sure to find whatever vibe you're going for, from relaxing beaches to more active ones, chill spots throughout the Oasis Lagoon pool or its kid-friendly sloping entry alcove.

9. Are there any age, height, or weight restrictions or requirements for the slides, rides and experiences at Perfect Day at CocoCay?

Some slides and activities have height and weight restrictions; see the chart below for specifics. Additionally, Thrill Waterpark guests under 14 must be accompanied by a ticketed guest of age 14 or older to enter. Other experiences not listed on the chart below, such as Up, Up and Away helium balloon, Oasis Lagoon freshwater pool, and Captain Jill's Galleon, are open to all adventurers. Additional health and safety rules may apply for experiences and pools, and are indicated by signage at each.

Check the Height and Weight Requirements table below for details.

HEIGHT AND WEIGHT REQUIREMENTS

ATTRACTION	PLATFORM HEIGHT	HEIGHT REQUIREMENT	MAXIMUM WEIGHT LIMIT
Daredevil's Peak SM waterslide	135 feet	48 inches minimum	300 lbs.
Dueling Demons waterslides	75 feet	48 inches minimum	300 lbs.
Screeching Serpent waterslide	50 feet	48 inches minimum	300 lbs.
Green Mamba waterslide	50 feet	48 inches minimum	300 lbs.
Manta Raycers waterslides	25 feet	40 inches minimum	300 lbs.
The Slingshot waterslide	60 feet	48 inches minimum	Max single person: 300 lbs./ Total raft weight limit: 550 lbs.
The Twister waterslide	60 feet	48 inches minimum	Max single person: 300 lbs./ Total raft weight limit: 550 lbs.
Splash Speedway waterslides	40 feet	42 inches minimum	300 lbs.
Adventure Pool		Guest under 48 inches must wear a swim vest at all times	N/A
Wave Pool		Guest under 48 inches must wear a swim vest at all times	N/A
Splashaway Bay SM slides		N/A	200 lbs.
Zip Line		48 inches minimum	75 lbs. minimum 275 lbs. maximum

10. Will Perfect Day at CocoCay have an exclusive area for Crown and Anchor[®] Society members and Suite guests?

At this time, we don't have any plans for tiered member and guest areas on the island.

11. Can I have my wedding at Perfect Day at CocoCay?

Yes, you can get married at Perfect Day at CocoCay while your cruise is docked at the island, pending availability at one of our island wedding sites. To learn more Contact our Royal Weddings team at 1-888-WED-RCCL.



12. At Perfect Day at CocoCay, does a parent or guardian have to go to Thrill Waterpark with a child? Can kids go to Thrill Waterpark by themselves?

Thrill Waterpark guests under 14 must be accompanied by a ticketed guest of age 14 or older to enter the park, and while inside the park.

13. Can I stay overnight at Perfect Day at CocoCay? Are there any overnight activities?

We are designing the island to accommodate the possibility of overnight and extended stays in the future. Stay tuned for more details.

14. How does admission to Thrill Waterpark work on Perfect Day at CocoCay? Can I exit and enter the park as I please?

If you have pre-purchased your Thrill Waterpark admission (RoyalCaribbean.com/CruisePlanner), you may swipe your SeaPass card at the park entrance to enter. You may also purchase admission to the waterpark, once you are on the island, using your SeaPass card at the park entrance. If you wish to leave the waterpark during your day, use your SeaPass card to enter and exit the park as often as you like.

II. COMPLIMENTARY VS. FOR A CHARGE

1. How much does Perfect Day at CocoCay cost? Is there an admission fee?

Most of the experiences at Perfect Day at CocoCay are complimentary and we've added even more attractions and experiences to CocoCay at no extra cost. Some of these include Oasis Lagoon, the largest freshwater pool in the Caribbean, the shipwrecked Captain Jill's Galleon loaded with slides and water cannons, our biggest ever Splashaway Bay aqua park yet. Plus dramatically enhanced beaches like Chill Island, offering plenty of free beach chairs with umbrellas and beachside activities. And in between adventures, you can fuel up at five new complimentary dining venues located throughout the island.

You've also got your choice of even more one-of-a-kind experiences available for a charge. Prices vary by season, but booked guests can visit Cruise Planner for the latest exact pricing for their specific sailing — and the biggest savings (RoyalCaribbean.com/CruisePlanner).

Check the Complimentary & For a charge experiences tables below for details.

COMPLIMENTARY EXPERIENCES

CATEGORY	EXPERIENCE/AMENITY	COST
THRILLS	Splashaway Bay SM	Complimentary
	Captain Jill's SM Galleon	Complimentary
DINING	Skipper's Grill	Complimentary
	Chill Grill SM	Complimentary
	Snack Shack (2 on island; 3 rd opens January 31, 2020)	Complimentary
POOLS	Oasis Lagoon SM	Complimentary admission
	Beach chairs and umbrellas	Complimentary
BEACHES	Chill Island SM	Complimentary admission
	Beach chairs and umbrellas	Complimentary
	South Beach (opens January 31, 2020)	Complimentary admission
	Beach chairs and umbrellas	Complimentary
	Sports courts	Complimentary
MORE AMENITIES	Freshwater showers	Complimentary
	Tram service	Complimentary
	Beach access wheelchairs	Complimentary

CHARGE* EXPERIENCES

*Prices and pricing policies may vary by season and are subject to change without notice.

All bars and self-serve beer stations are a la carte, bar menu pricing.

CATEGORY	EXPERIENCE/AMENITY	PRICE STRUCTURE*	DETAILS
THRILLS	Thrill WaterparkSM <i>Includes 13 waterslides, Wave Pool, Adventure Pool, complimentary dining at Snack Shack, beach chairs and umbrellas.</i>	Admission charge, per person	Age 0-3: Complimentary Cabana Rentals: Grants complimentary admission for up to 6 guests. Full day rentals only. Pricing varies by season.
	Thrill Waterpark + Zip Line	Package pricing, per person	
	Zip Line	For a charge	Requires closed toe shoes to ride
	Up, Up and away (helium balloon)	For a charge, per person	Age 0-3: Complimentary. Accommodates up to 30 guests. No pre-reservation; admission can be purchased on island.
BEACHES	Coco Beach ClubSM <i>Includes access to premium beach, the clubhouse, infinity pool, complimentary dining at the exclusive restaurant with an elevated menu, beach chairs, umbrellas and more.</i>	Admission charge, per person	Age 0-3: Complimentary. Cabana Rental: Grants complimentary admission for up to 8 guests.
DINING	Captain Jack's	A la carte	Prices according to menu.
MORE AMENITIES	Cabanas, Daybeds throughout island	Rental Charge	
	Beach rentals (kayaks, snorkels, etc.)	Rental Charge	
	Shore Excursions	For a charge	

2. How does admission to Thrill Waterpark work on Perfect Day at CocoCay? Can I exit and enter the park as I please?

If you have pre-purchased your Thrill Waterpark admission (RoyalCaribbean.com/CruisePlanner), you may swipe your SeaPass card at the park entrance to enter. You may also purchase admission to the waterpark, once you are on the island, using your SeaPass card at the park entrance. If you wish to leave the waterpark during your day, use your SeaPass card to enter and exit the park as often as you like.

III. CABANAS AND RENTALS

1. Are there lockers available for rent at Perfect Day at CocoCay?

Yes, lockers are available throughout the island for a nominal rental fee. You'll also find complimentary freshwater showers, restrooms, and changing rooms available on the island.

2. Are there beach chairs, towels, and umbrellas available at Perfect Day at CocoCay?

Absolutely! Beach chairs and umbrellas are complimentary to all of our guests and can be found throughout the island.

Complimentary beach towels are available onboard your ship, can be brought onto the island, and exchanged throughout the day as desired at two towel exchange stations. Since beach towels are provided onboard based on a check-out/check-in system, you should bring your towels back to the ship with you.

Guests who have rented cabanas on Perfect Day at CocoCay will have towels at the cabana and may leave the towels there upon departure.

3. What kinds of cabanas are available at Perfect Day at CocoCay, and how much is the cost to rent them?

There are plenty of options for unwinding in the shade, beginning with beach umbrellas (complimentary), and daybeds (available for a rental charge), plus rental cabanas available at beaches, Thrill Waterpark, and Oasis Lagoon freshwater pool. Or starting January 31, 2020, elevate your beach day with a Floating Cabana at Coco Beach Club, which accommodates up to eight guests and includes attendant service, an overwater hammock, a minibar, and your own personal slide into the sea.

Some cabanas come with extra perks, too. If you reserve a cabana at Thrill Waterpark, you'll enjoy complimentary entry to all of the slides and activities inside for up to six guests. If you reserve a cabana at Coco Beach Club (including the Floating Cabanas), you'll enjoy complimentary access to the club for up to eight guests.



Cabana pricing varies by season. For exact pricing, we recommend that booked guests visit Cruise Planner (RoyalCaribbean.com/CruisePlanner) — the best way to plan your time at Perfect Day at CocoCay. Cruise Planner always has the latest prices for your sailing, and you'll save on your experiences when you book ahead.

IV. WHAT TO BRING

1. Do I need my SeaPass® card to enter Perfect Day at CocoCay?

You'll need your SeaPass card to exit and re-board the ship.

2. What should I pack in my bag to bring ashore for Perfect Day at Cococay?

You'll find Perfect Day at CocoCay has many amenities available, but here are some things that would be convenient to have on hand.

SeaPass card and cash

You'll need your SeaPass card to exit and re-board the ship. It's also how you'll pay for things on the island. Please note, there's also an island market with local Bahamian crafts, where cash (USD) is also accepted.

Towels

Beach towels are available onboard your ship, and can be brought onto the island, which you can refresh throughout the day as desired, at one of two towel stations. Since beach towels are provided onboard based on a check-out/check-in system, you should bring your towels back to the ship with you. Guests who have rented cabanas will have towels at the cabana and may leave the towels there upon departure.

Sun protection

Perfect Day at CocoCay offers complimentary umbrellas and shade structures in many places, but The Bahamas' sun can still be intense. Bring sun protection gear like hats, sunglasses, rashguards or other types of UPF clothing, and sunscreen. There are a lot of water features at Perfect Day at CocoCay, so be sure to reapply sunscreen often.

Proper footwear

Don't forget proper shoes if you're planning to ride the Zip Line at Perfect Day at CocoCay. Your shoes must have a closed toe area and be secured around the back of your foot as well. Sneakers or enclosed water shoes are great options.

Bug repellent

Depending on the time of year and time of day, there may be mosquitos, flies or other insects in some areas of the island.

Medications



Bring any prescription medications you may rely on. There are medical facilities on the island, but they may not have your specific medications on hand.

Supplies for baby

Don't forget bottles and formula, diapers and swim diapers, wipes and sun protection gear for babies and tots.

V. DINING

1. **Will I be able to find gluten free and vegetarian meal options on Perfect Day at CocoCay? What if I have other dietary needs?**

You'll find gluten free and vegetarian options available at all of the island's dining venues, as well as options to suit most dietary needs.

2. **Is kosher food available at Perfect Day at CocoCay?**

Kosher foods are not prepared on CocoCay, however, kosher requests can be accommodated onboard Royal Caribbean ships.

VI. BAR/DRINKS

1. **Can I use my beverage package at Perfect Day at CocoCay?**

Yes! Beverage packages purchased onboard or on Cruise Planner (RoyalCaribbean.com/CruisePlanner) will be active on the island. You can also enjoy five new complimentary dining venues located throughout the island.

VII. RULES AND POLICIES

1. **Are there any age, height, or weight restrictions or requirements for the slides, rides and experiences at Perfect Day at CocoCay?**

Some slides and activities have height and weight restrictions; see the chart below for specifics. Additionally, Thrill Waterpark guests under 14 must be accompanied by a ticketed guest of age 14 or older to enter. Other experiences not listed on the chart below, such as Up, Up and Away helium balloon, Oasis Lagoon freshwater pool, and Captain Jill's Galleon, are open to all adventurers. Additional health and safety rules may apply for experiences and pools, and are indicated by signage at each. Check the Height and Weight Requirements table below for details.

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2. Are there designated smoking areas on Perfect Day at CocoCay?

Cigarette, cigar, e-cigarette and pipe smoking is permitted only in designated smoking areas throughout the island. Please check wayfinding signs on the island for specific locations.

3. If I book a shore excursion at Perfect Day at CocoCay, like a water park admission, Zip Line, or a cabana, and there is rain, wind or bad weather, will the excursion be cancelled and will I receive a refund?

If your activity is cancelled by Shore Excursions, your onboard account will be fully refunded. All Shore Excursions at Perfect Day at CocoCay have the same policy as our shore excursions at other global destinations.

Cancellation Policy

Excursions can be modified or cancelled up to 48 hours prior to port arrival without penalty. Tours involving flights, trains, special events, overnight stays, hotel stays and Private Journeys must be cancelled 30 days prior to sailing to avoid cancellation penalties. Other restrictions may apply.

In the event a tour on the island is cancelled due to weather conditions, a full refund will be provided to your onboard account.

Exchange Policy

The deadline for tour exchanges is 48 hours before port arrival.

4. Are aerial drones allowed at Perfect Day at CocoCay?

No, drones may not be operated at Perfect Day at CocoCay. Guests are welcome to bring drones on their cruise for use at other destinations, outside of the port area, pursuant to local laws. However, drones are not to be operated onboard the ship at any time, nor at the Royal Caribbean private destinations Perfect Day at CocoCay, Bahamas or Labadee[®], Haiti.

While onboard, drones must be stored safely in the stateroom. Drones used on the ship will be confiscated until the end of the cruise. A Guest Conduct Policy warning will be issued and guests may be subject to disembarkation at their own expense for onboard drone usage.

Guests assume full responsibility for understanding all local authority rules related to drone usage and for obtaining any required permissions for drone operations. Different countries may have different rules. Any liability, including environmental damage from drone usage is the guest's responsibility. Royal Caribbean assumes no liability for guest drones that may be confiscated by local authorities for violating local laws or for any accident or injury resulting from a guest drone flight.

5. Are GoPro cameras allowed at Perfect Day at CocoCay?

You are welcome to record your Perfect Day at CocoCay memories with your GoPro camera. However, for your safety, personal electronic devices of any kind are not allowed on any of the following attractions:

- All water slides at Thrill Waterpark
- Adventure Pool in Thrill Waterpark
- Splashaway Bay
- Captain Jill's Galleon

On the island's Zip Line, riders who wish to wear a GoPro must bring their own helmet mount that attaches securely to the helmet. If the staff notices the camera prevents a guest from safely participating in the activity at any time, they may ask the guest to remove or adjust the camera.

6. **At Perfect Day at CocoCay, does a parent or guardian have to go to Thrill Waterpark with a child? Can kids go to Thrill Waterpark by themselves?**

Thrill Waterpark guests under 14 must be accompanied by a ticketed guest of age 14 or older to enter the park, and while inside the park.

7. **Is the trash on Perfect Day at CocoCay recycled?**

Yes, we have a robust recycling program on the island. Most of the trash is recycled, while some is sent to the ship to be disposed of properly. Additionally, we are hard at work to reduce the use of plastics on our ships, and this effort will also extend to our private island destinations.

VIII. SAFETY , SECURITY AND FIRST AID

1. **Are there lifeguards at every pool and beach at Perfect Day at CocoCay?**

We have partnered with StarGuard, the leading provider of lifeguard services, to ensure we have lifeguards at every pool and every slide, as well as in recommended locations on the beach. However, even with the presence of lifeguards, we urge parents to keep a watchful eye on their children whenever they are near the water.

2. **What medical facilities are available at Perfect Day at CocoCay?**

There are two first aid facilities on the island, one located in Thrill Waterpark and one on Chill Island. They are indicated on wayfinding signs and maps by the universal white cross symbol. For medical emergencies, there is a response plan that will bring the guest back to the ship for treatment.

IX. KIDS AND BABIES

1. **Is there a daycare or Adventure Ocean® kids program at Perfect Day at CocoCay?**

There is not a dedicated daycare or Adventure Ocean program on the island, but Adventure Ocean will remain open onboard for families who choose to stay on the ship.

2. **Is there a pool or area for babies and toddlers to swim at Perfect Day at CocoCay?**

Babies and toddlers with swim diapers can swim in all pools, and also in the ocean at all beaches.

X. ACCESSIBILITY

1. **Are there services for guests with disabilities who visit Perfect Day at CocoCay, such as wheelchairs?**



Yes, there are complimentary beach access wheelchairs available, and an accessible tram service along the pier and throughout the island. Oasis Lagoon freshwater pool is also accessible, as is the wave pool in Thrill Waterpark; both have pool lifts.

Additionally, Coco Beach Club is accessible and includes complimentary beach wheelchairs, pool lift, lower counter at the bar, and ramps to the dining area.

2. Is the Perfect Day at CocoCay island accessible?

Yes, the island is accessible, but some experiences for our guests with disabilities are not. Oasis Lagoon freshwater pool, the wave pool in Thrill Waterpark and the infinity pool at Coco Beach Club all have pool lifts. However, the towers to the waterpark's slides have stairs, as does the tower to the Zip Line.

Accessible trams are available on regular rotation throughout the island.

We are continuously evaluating and implementing features for our guests with disabilities across the island.

XI. WIFI/INTERNET

1. Is there wi-fi high speed internet access at Perfect Day at CocoCay?

There is, and if you purchased a VOOM[®] high speed internet package, you can use it on the island and start sharing your memories right away.

2. Can I use my wi-fi internet package at Perfect Day at CocoCay?

Yes! Wi-fi package purchased onboard or on cruise planner (royalcaribbean.com/cruiseplanner) will be active on the island.

XII. ISLAND PURCHASES

3. How do I pay for things on Perfect Day at CocoCay?

You'll need your SeaPass card to pay for things on the island. There's also an island market with local Bahamian craft, where cash (USD) and credit cards are also accepted.

XIII. TRANSPORTATION

1. Is there transportation on Perfect Day at CocoCay?

The Island Tram runs all day, and includes five stops: Arrivals Plaza (near Thrill Waterpark), South Beach, Coco Beach Club & Up, Up and Away, Oasis Lagoon and Chill Island. The stop at South Beach and Coco Beach Club opens on January 31, 2020.. Guests can board the tram near Arrivals Plaza.

Additionally, there is a dedicated Pier Tram that runs continuous service between the ship and Arrivals Plaza. Accessible trams are available on regular rotation throughout the island.

2. How do I get to Perfect Day at CocoCay? How can I find ships and itineraries that visit Perfect Day at CocoCay?

Just visit our homepage at RoyalCaribbean.com and search for cruises sailing May 2019 and beyond. You'll want to set the destination filter to the Bahamas, the Caribbean and Bermuda. That will show you all the sailings that stop at Perfect Day at CocoCay.

XIV. WAYFINDING

1. How long does it take to walk to each part of Perfect Day at CocoCay? What are the walk times?

The walk time down the pier, from ship to Arrivals Plaza, is approximately 6 minutes. There is also a complimentary Pier Tram that runs on a loop, up and down the pier.

From Arrivals Plaza, here are the walk times to the main areas and attractions:

- Thrill Waterpark ~ 3 minutes
- Harbor Beach ~ 5 minutes
- Oasis Lagoon ~ 8 minutes
- Chill Island ~ 5-10 minutes
 - Breezy Bay at Chill Island ~ 10 minutes
- South Beach ~10 minutes (opens January 31, 2020)
- Coco Beach Club ~10 minutes (opens January 31, 2020)

There is also a complimentary Island Tram that runs all day between main areas on the island; please see the tram FAQ to learn more.

All walk times are indicated on the island signage. and also the Perfect Day at CocoCay Map, available to download here:

<https://www.royalcaribbeancontent.com/dam/assetdetails/asset:e45c8802-a86c-457c-adbf-cf8e49afa71c>

2. Where can I find a Perfect Day at CocoCay map?

You can download a pdf of the map here. You will also find a paper version of this map in your



stateroom, the night before you arrive at Perfect Day at CocoCay, and signage with the map around the island. Additionally, the Royal Caribbean App can help you find your way around the island – we recommend you download the app from the App Store or Google Play prior to your departure date. Download the Wayfinding Map here:

<https://www.royalcaribbeancontent.com/dam/assetdetails/asset:e45c8802-a86c-457c-adbf-cf8e49afa71c>

