

Frank Ski Summer Kickoff at Sea

Royal Caribbean – Utopia of the Seas Hosted by Windows to the World Travel

Know Before You Go – Guest FAQ

Where can I find official trip information?

Please visit www.frankskicruises.com for all official trip updates and booking information.

What travel documents are required?

For U.S. citizens sailing to the Bahamas/Caribbean, you may use a valid passport or a birth certificate plus a government-issued photo ID (REAL ID preferred). Please ensure the name on your booking matches your travel documents exactly.

Should I book shows, spa appointments, or specialty dining in advance?

Yes. Advance booking is strongly recommended, as popular options sell out quickly.

Do I need the Royal Caribbean app?

Yes. Please download the Royal Caribbean app at royalcaribbean.com/booked/royal-app. Once downloaded, add your reservation number to access cruise details, schedules, and add-ons.

What are the cruise dates?

June 8, 2026 – June 12, 2026 What time is group boarding? Group boarding will take place at 11:00 AM on June 8, 2026.

What time should I schedule my return flight?

Please do not schedule a return flight before 11:00 AM on June 12, 2026.

What destinations will we visit?

Perfect Day at CocoCay, Bahamas, and Nassau, Bahamas.

Can I book outside the group and still attend group events?

No. To participate in all group events, your booking must be made through the official group link.

Is Liquor included with my cruise purchase?

No. Liquor can be purchased onboard or you can opt to purchase a liquor package.

What are the payment options?

A minimum deposit of \$100 per person (double occupancy) or \$200 (single occupancy) is required. Payments may be made via credit card through the booking link (preferred) or by phone at 404-692-5968.

What if I am a solo traveler?

Please select the Solo Traveler option during booking.

What if I am sharing a room but paying separately?

Select the option to book separately and add your roommate's name during checkout. Each guest will be billed separately.

Can I make installment payments?

Yes. Installment payments may be selected during checkout or requested by emailing sales@wttwtravel.com.

When is final payment due?

Final payment is due by March 5, 2026, at 11:59 PM EST.

Are payments refundable?

All payments are non-refundable unless covered by travel insurance. We highly recommend purchasing insurance. More information is available on Royal Caribbean's website.

Can I change the name on my reservation?

Yes. Name changes are allowed. A double name change will incur a \$100 fee charged by Royal Caribbean.

Is the payment portal secure?

Yes. The booking portal is PCI-compliant and secure.

Is there a pre-cruise event?

Yes. A pre-cruise event will be held on June 7, 2026 at the host hotel. Final details will be shared by the end of January.

What is the host hotel?

The host hotel in Orlando will be announced by the end of January.

Which airport should I fly into?

Orlando International Airport (MCO). We recommend arriving at least one day early.

How do we get from the host hotel to the cruise port?

A chartered bus will be provided from the host hotel to the cruise port. Cost is \$30 per person. No stops will be made.

Can I drive to the cruise port?

Yes. Parking is available at the cruise port for a daily fee.

What is the address to the cruise port?

Cruise Terminal #1
9050 Discovery Road
Cape Canaveral, Florida 32920

Does the ship offer guest WiFi?

Yes, you can purchase an internet plan, which is needed if you wish to access your email or social media.

Can we smoke Cigars onboard?

Yes. We will have a section for Cigars and Cognac on Deck 15.

Are meals and shows included?

Main dining, buffet, casual dining, and many onboard activities are included. Specialty dining, beverages, Wi-Fi, excursions, and select amenities are additional.

Are there extra onboard costs?

An automatic daily service gratuity of approximately \$18-\$20.50 per person will be added, depending on the cabin.

Is there a luggage limit?

No. There is no official luggage limit for the cruise.

How do I print luggage baggage tags?

The Royal guest document (eDocs - electronic document) we issue includes a bag tag specific to the guest ship, sailing date, stateroom and deck number. The bag tag also provides information on how it should be used. In addition, generic bag tags will be offered by Porters.

How do I request replacement luggage tags from Royal Caribbean?

If you forgot your luggage tags at home, ship luggage tags are available from our Porters at the pier on the day of boarding but to avoid any day-of-boarding delays we recommend that you secure your Luggage Tags before leaving home if you are a qualified guest.

Can I bring my own alcohol, bottled water or soda onboard a Royal Caribbean cruise ship?

While we have many drink offerings onboard, you are welcome to bring select beverages onboard.

On embarkation day, each guest of drinking age may bring one (1) sealed 750 ml bottle of wine or champagne. Boxed wine and other containers are prohibited.

Guests who purchase alcohol bottles onboard, in a port-of-call, or bring more than the one permitted bottle on boarding day, will have their items safely stored by the ship. These bottles will be returned on the last day onboard for enjoyment once home.

When will theme night details be shared?

Theme night and private party details will be shared approximately 90 days before departure.