

Dennis DeFendi

From: GR_SuitesConcierge@rccl.com
Sent: Saturday, September 28, 2019 6:15 PM
Subject: SUITE CONCIERGE SERVICES - GRANDEUR OF THE SEAS SAILING - October 3, 2019
Attachments: spa menu.doc; MEDISPA.doc

Dear Suite Guests,

It's my pleasure to welcome you onboard via e-mail the beautiful Grandeur of the Seas. We are honored that you have selected Royal Caribbean International for your cruise vacation.

My name is **Dudley Jean**, your Suite Concierge onboard. I am available to assist you with any special requests you may have throughout your cruise vacation. My desk hours in the Concierge Club are daily from 8:00 am to 11:00 am and 4:30 pm to 8:00 pm.

As a special VIP guest you are offered exclusive amenities and services not available to other guests onboard Grandeur of the Seas. For your convenience, here is a brief summary of those services:

- Access of the Concierge Club, located on Deck 11 just right beside the Viking Crown lounge. (Using your GOLDEN sea pass card).
- Upgraded amenities for the bathroom.
- Continental breakfast and special coffee served in the lounge daily from 7:00 am to 10:00 am
- Lunch on Boarding day in The Great Gatsby Dining Room Deck 4 12:00 pm to 1:30 pm
- Hors d'oeuvres, petit fours and **complimentary bar setup served** in the lounge every evening before and after dinner from 4:30 pm to 8:00 pm.
- Daily menus displayed at the lounge and pre-ordering for your dinner wine.
- Full Dining Room room-service privilege (available when Dining Room is open times only)
- Reservations for our Specialty restaurant, sports activities, Shore excursion! Spa appointments.
- Arrangements for private parties.
- Spa Bathrobes for use onboard.
- Business services such as copies, statements and any print outs, boarding passes, etc...
- Reserved VIP seats for production shows.(Please show Cruise Director's staffs your Gold Sea Pass card at the entrance).
- Exclusive Suite private breakfast at CHOPS GRILLE from Day 2 onwards at Deck 6 Aft 7:30 am to 9:30 am, Including departure morning (6:45 AM to 8:00 AM).

The Concierge Club is a private area accessible on a 24-hour basis, with your golden suite key you will have access. For grand suite and above guests and the top tiers that have access to the lounge.

The private lounge has been designated a smoke-free area. We respectfully request that guests observe a Smart Casual dress code when visiting the lounge (no swim or pool attire is allowed, footwear is required at all times). To ensure all our guests are able to enjoy this exclusive lounge we require that all guests 20 years and younger must be well behaved and accompanied by a parent or guardian at all times.

Please come and visit me in the Concierge Club or contact me by dialing 4446 from any ship phone. If there is any way I can be of assistance to make your cruise vacation more enjoyable, please do not hesitate to ask. We hope you will have the vacation of a lifetime onboard the Grandeur of the Seas.

Salon & Spa appointments, shore excursions and some of our other services often gets sold out. Therefore, it is recommended that these be booked in advance either through the Royal Caribbean website at <http://www.royalcaribbean.com/home.do> or if you prefer, by emailing me and I will make the reservations for you.

Once the reservations are made, I will send you an email confirming the details. If you have any further requests please do not hesitate to contact me.

Please see the below menu for the SPA.

If you have any dinning room request with regards to timing, location or if you are travelling with friends or family and would like to be seated together, please let me know via email at your earliest convenience. The 1st seating is at 5:30 pm and the 2nd seating is at 8 pm.

Kind Regards,

Dudley Jean

Suite Concierge | Grandeur of the Seas®
Concierge Lounge: 4446 | gr_suitesconcierge@rccl.com



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