



**THE OFFICERS AND  
STAFF ONBOARD**



**Gus Andersson, CAPTAIN**

Captain Gus was born and raised outside of Gothenburg on the Swedish west coast. Growing up in a home with views over the ocean and a father as Captain, the ocean was always present in his life. By using boats small and large to explore the coast and the archipelago around Gothenburg, it became second nature to be at sea. At the age of 17 on his first coastal ship he was "Junior Seaman with motor knowledge and

cooking abilities". After graduating in 1997 from the Merchant Marine Academy in Sweden he commenced his career as an Officer. He progressed in different positions on ships in International trade and later Captain on small ships along the Swedish coast. In 2001 wanting to broaden his horizons in the cruise industry, he joined Royal Caribbean International as 2nd Officer on the Vision of the Seas. Moving forward he progressed to 1st Officer, Safety Officer, Chief Officer and Staff Captain on various ships with Royal Caribbean International. In May 2010 he went to Turku Finland as Staff Captain to be part of the newbuild and start up team for the Allure of the Seas and stayed through the Inaugural and maiden voyages. He has been fortunate to travel with Royal Caribbean International to many different areas of the world such as Alaska, Hawaii, Mexico, Panama, the Caribbean and the Mediterranean. Captain Gus is privileged to serve on the Enchantment of the Seas and wishes all of our guests Bon Voyage!



**Jerzy Gramcznski, CHIEF ENGINEER**

Jerzy was born in the city of Szczecin in Poland, a big port on the Baltic Sea where he still lives with his family. He graduated from Marine Academy in 1982 with Master of Science degree and began sailing on deep sea going cargo ships. Gaining engineering experience on different types of ships (general cargo, ro-ro, ferry, reefer and platform supplier) and broadening his knowledge, he passed the Chief Engineer

examinations and received his Chief Engineer License in 1993. Jerzy joined Royal Caribbean International in 1999 as a 2nd Engineer Environmental on board the Nordic Empress and had sailed on Splendour, Grandeur and Vision of the Seas as 2nd Engineer, Facilities Manager, 1st Engineer and Chief Engineer Junior. He welcomes you onboard the Enchantment of the Seas and wishes you a great cruise vacation.



**John Blair, CRUISE DIRECTOR**

Your Cruise Director, John, would like to welcome you onboard the Enchantment of the Seas. He and his wife, Katrina, host your cruise vacation and have planned a great week of entertainment, activities and fun for you to enjoy. Entertainment, corner-stoned by the Royal Caribbean Singers and Dancers, includes a tribute to Broadway and great headliner and variety entertainers. Some of

John's favorite activities to host are the 70's Disco Inferno, Love & Marriage Game Show, Belly Flop competition and the Quest Game Show. All activities onboard are designed to help you connect and make friends. John is a hypnotherapist and has studied with some of the world leaders in the field of personal achievement and life transformational technologies including Tony Robbins, Jim Rohan and Zig Ziglar. He has developed his own personal achievement seminar called "Life Navigations". Before joining Royal Caribbean International, John worked his way through school in a rock band, performed in many New York shows and worked as a production assistant and camera operator for CNN & ESPN. John and his staff hope that their shows, entertainment and activities help make this cruise vacation a great experience. Welcome Aboard!



**Michael Landry, HOTEL DIRECTOR**

Michael was born and raised in the historic city of New Orleans, Louisiana. As a fledgling career student at Louisiana State University, he moved thru several curricula. After a year of law school, Michael returned to his roots, a family with three restaurants in the Crescent City. He worked his way through positions in restaurants & hotels from busboy to General Manager. His first position outside Louisiana

was on the island of Hawaii and has never looked back-traveling extensively throughout the United States in his career. After 25 years in hospitality, the last 5 of which were with Intercontinental Hotels & Resorts, Michael opened a new professional chapter that combined his passion for ships & hospitality. On his first shipboard assignment he was sent to Germany as part of a new vessel delivery team & for 5 years has found fulfillment at sea, now with the Royal Caribbean International family. Michael calls Tampa, Florida home & is currently at your service to provide you with a superlative holiday experience as our guest on Enchantment of the Seas.



**NITHIN RAMESH,  
FOOD & BEVERAGE MANAGER**

Nithin hails from the famous spice route to India, Kochi. After graduating from IHMCT, Trivandrum in 1995, he started his professional career at the prestigious Taj group hotels as a Management Trainee. Nithin held various Food & Beverage positions within the Taj group before accepting the role of Food and Beverage Manager with the

Sheraton and Radisson group. Being a Piscean, his inner instincts called him to the ocean and thus he joined Royal Caribbean as Beverage Manager in 2007. He has served on various Royal Caribbean ships and is proud to be of service as your Food & Beverage Manager. Nithin trusts that you'll have a good cruise vacation and enjoy the Food & Beverage services onboard Enchantment of the Seas.



**RUTH RANOLA  
LOYALTY & CRUISE SALES MANAGER**

Ruth was born in National Capital Region, Philippines. After finishing secondary school in a restricted military camp, she went on to attain a 2 year Bachelor of Commercial Science Degree. Before cruise ships, Ruth worked for a prestigious company in the Philippine for 8 years. A friend persuaded her to apply for work in the cruise industry. Eventually, Ruth joined Royal Caribbean International in 1993. Ruth handles the

housekeeping operation as a 2nd Stewardess at that time. Ruth quickly moved up as a 1st Housekeeper. In 2001, Ruth had the opportunity to become a member of a special team that trained new hires for the launch of the newly built Radiance of the Seas in Pappenburg, Germany. In that same year she was offered a Chief Housekeeper position job and Ruth kindly decline the offer as the Loyalty Ambassador position became available, and she had passed the interview. In 2010 a new position title was created and implemented. Ruth again passed the interview and she now holds the rank of a Loyalty & Cruise Sales Manager. Ruth has been working for RCL for 19 years and still enjoys the privilege of meeting people from all walks of life. Ruth has worked on many different classes of ships for Royal Caribbean International. This unique experience has given her detailed insight as to the special benefits and characters of each class. From large to small, Ruth knows them all. Ruth is happy to join the Enchantment of the Seas team to serve you as your Loyalty & Cruise Sales Manager. Please visit her in the NextCruise Office during opening hours on Deck 6, Centrum for all your Future Cruise, Crown & Anchor and Visa Credit Card inquiry. She will be more than happy to assist.

**WE LOOK FORWARD TO MEETING YOU**

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# USEFUL INFORMATION

**Alcohol Free Zone** - We ask parents to please be aware that the areas at and around the Adventure Ocean and Arcade located on Deck 10 forward are strictly alcohol free zones. We ask that you please respect our youth activity areas.

**Broadcast Television** - Royal Caribbean International is proud to offer the following licensed satellite programming available in international waters: CNN International, CNN HLN, CNN en Español, Fox News, ESPN International, TCM (Turner Classic Movies), TNT, Boomerang, Cartoon Network, (domestic broadcast feeds can only be legally broadcast within 12 miles of the United States coastline). Brief moments of satellite signal loss can be expected at any time an inevitable consequence on a moving ship. In addition, some major sporting events may not be available due to blackout and broadcast rights restrictions. We hope you enjoy the widest variety of stateroom television entertainment available at sea.

**Cruise Services Directory** - Found in your stateroom is a Cruise Services Directory that contains answers to frequently asked questions and a telephone directory.

**Guest Conduct Policy** - For the safety, comfort and enjoyment of all Royal Caribbean International guests, we have developed certain Guest Conduct Guidelines for both adults and children. These guidelines cover a variety of areas, including but not limited to:

- Smoking
- Verbal abuse
- Violent and/or unruly behavior
- Excessive, offensive language
- Possession of an illegal substance
- Vandalism

If Royal Caribbean International determines that any guest is in violation of these guidelines, we may be forced to ask the offending party to leave the ship at the next available port of call. Please make sure to familiarize yourself with these guidelines. A copy can be obtained at the Guest Services or in the Cruise Services Directory.

Solicitation is not permitted onboard as it is considered a disturbance to other guests. Guests found soliciting will be asked to cease the behavior and all collateral, if any, will be confiscated and discarded. Continued non-compliance will result in departure of the guest from the ship at the next port of call.

**Helpful Health Information - Norovirus:** With seasonal viruses appearing in the United States, Europe and around the world, Royal Caribbean International, working in conjunction with the Centers for Disease Control, has instituted enhanced cleaning procedures onboard all of its ships. You will likely see some of these activities during your cruise vacation. Medical experts strongly suggest travelers pay close attention to washing their hands. The experts tell us that the best way to prevent colds, flu and gastrointestinal illnesses is to simply wash your hands thoroughly with soap and hot water after bathroom breaks and again before eating anything. Your cooperation and assistance with this matter would be greatly appreciated. In case of a Norovirus outbreak, complimentary consultation and treatment by the Medical Facility is available.

**Enchantment Day Spa and Gym Classes** - Any cancellations must be made 24 hours before appointment to avoid a 50% charge.

**Medical Care** - Medical facility charges are based on United States government medicare physician fee schedule rates. Guests who wish to be seen outside of the posted hours will be charged an additional fee of \$30. The Medical Facility is located on Deck 1 by using the Centrum elevators. Tours of the Medical Facility are not permitted.

**Radios, Tape Recorders and CD Players** - Please refrain from using radios, tape recorders or CD players in public areas unless used with headphones. Also, for the enjoyment of all guests, please refrain from the use of walkie talkies and hand held radios during all show performances and in all dining venues.

royalcaribbeanonline<sup>sm</sup> - Check stocks or email a friend having twenty four hour a day. Located on Deck 6, Centrum.

**Save the Waves** - Please refrain from throwing anything overboard either in port or at sea. Please deposit trash in the proper receptacles around the ship. We are doing everything we can to protect the ecology of the oceans that support cruising and are grateful for your cooperation.

**Smoking Policy** - For the comfort and enjoyment of our guests, this ship has been primarily designated as a non smoking ship. However, we recognize that some of our guests smoke. Therefore, to provide an onboard environment that also satisfies smokers, we have designated smoking areas in many of our lounges and on all open decks on the starboard side. Royal Caribbean International kindly asks all guests to please observe the non-smoking areas and to refrain from smoking pipes or cigars in any of the public areas. These requests are made to provide a comfortable shipboard environment for everyone.

**Swimming Pools** - Please be advised that the Solarium and Solarium hot tubs on Deck 9 are for adults only over the age of 16. All families and children are welcome to use the main pool on Deck 9. Guests under the age of 16 wishing to enjoy the main poolside hot tubs must be accompanied by a parent or guardian. In the interest of public health, children in diapers or who are not toilet trained are not permitted in the swimming pools or hot tubs at any time. We thank the parents/guardians in advance for helping us to enforce these guidelines. If a lounge chair remains unoccupied for 30 minutes or more, our Deck Patrol has been instructed to remove the towels and personal effects. This policy enables all guests to share equally in the enjoyment of the facilities.

**Telephone Calls** - Calls can be made directly from your stateroom. Dialing instructions are located next to your phone. The telephone rate is \$7.95 per minute and charges will be billed to your SeaPass Card. Friends and family can call you from home. Give them this number: 1-888-7247447. Please note that all toll-free numbers, collect calls and calling card calls are still charged at the ship's rate.

**United States Department of Agriculture** - In ports of call, please remember to eat and drink safely. To avoid illness, drink only bottled water, carbonated beverages, beer or wine with no ice. Eat only cooked meat, poultry and seafood, and avoid any dairy products and raw fruits and vegetables. Please be advised that guests are not permitted to bring any food off the ship. Any violation of this policy may result in a fine. Thank you for your cooperation.

**United States Public Health and Center for Disease Control Regulation Information** - Animal food such as beef, eggs, lamb, milk, pork, poultry or seafood that is raw or under cooked significantly increases risk to vulnerable and immuno deficient guests.

**Video and Tape Recording Policy** - With respect to artists' rights, we kindly remind our guests that video and audio recording is not allowed during showtimes.

**Wake-Up Calls** - Use the pre programmed button on your stateroom telephone.

**Youth Evacuation Plan (YEP)** - All children ages 3-11 years must wear a YEP wristband indicating their assembly station at all times. If your children are participating in an Adventure Ocean program, our highly trained Youth Staff will take them to meet you at your assembly station. All children will be supervised until they are reunited with their parents or guardians. Children who do not already have their YEP wristbands may obtain them at the Guest Services, Deck 5 or from the Youth Staff at Adventure Ocean, Deck 10.