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## FREQUENTLY ASKED QUESTIONS

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## I. ADMISSION AND REFUNDS

### 1. What is Royal Beach Club<sup>SM</sup> Paradise Island? Where is it located, how do I get there and what's included?

Royal Beach Club Paradise Island, the first destination within our Royal Beach Club collection, officially opened in December 2025. It's located in Nassau, The Bahamas.

It's an exclusive, all-inclusive experience where beach days hit next level — available to all guests sailing to Nassau as a shore excursion experience. The beach club will have two beaches, three temperature-controlled pools, three swim-up bars, seven beach bars, and more — all yours to enjoy when you book a day pass.

When you book a cruise to Nassau, you will have the option to purchase a day pass to Royal Beach Club Paradise Island for the day that you are in The Bahamas. Once you've booked your cruise, simply go to the Royal app or My Royal Cruise to book your day pass to paradise at Royal Beach Club.

Please note that space is limited.

A day pass to Royal Beach Club gives you access to your easiest beach day ever — with everything included:

- Unlimited drinks (alcoholic and non-alcoholic) – varies based on day pass purchased
- All-day dining
- 2 beaches
- 3 pools
- Live music & DJ
- Beach games
- Roundtrip transportation
- Wi-Fi
- Umbrellas and lounge chairs
- Towels, lockers, showers and restrooms

### 2. What are the different day pass options to get into Royal Beach Club<sup>SM</sup> Paradise Island?

There are three ways to enjoy Royal Beach Club Paradise Island.

1. Royal Beach Club Day Pass (Unlimited Open Bar, Dining & Wi-Fi) — Get full-day access to all general amenities with complimentary alcoholic (21+) and non-alcoholic beverages, all-day dining, free high-speed Wi-Fi and round-trip transportation.
2. Royal Beach Club Day Pass (Unlimited Non-Alcoholic Drinks, Dining & Wi-Fi) — Enjoy full-day access to all general amenities with bottomless non-alcoholic beverages, all-day dining, free high-speed Wi-Fi and round-trip transportation.

3. VIP options — Go all out! Book a Day Bed, Cabana, VIP Party Deck or Ultimate Family Cabana<sup>SM</sup> and enjoy a multiple number of Royal Beach Club Day Passes.
- Day Bed – receive 2 Royal Beach Club Day Passes
  - Cabanas – receive 8 to 10 Royal Beach Club Day Passes
  - VIP Party Deck – receive 12 Royal Beach Club Day Passes with the option to purchase up to 6 additional passes
  - Ultimate Family Cabana – receive 12 Royal Beach Club Day Passes

Note: Adults will receive Royal Beach Club Day Passes (Unlimited Open Bar, Dining & Wi-Fi) and anyone under 21 years old will receive a Royal Beach Club Day Pass (Unlimited Non-Alcoholic Drinks, Dining & Wi-Fi).

### 3. How is Royal Beach Club<sup>SM</sup> Paradise Island different from Perfect Day at CocoCay?

Royal Beach Club Paradise Island is an all-inclusive experience in Nassau that cranks up your vacation chill factor. It's an optional shore excursion, and a purchased day pass is required for admission.

Perfect Day at CocoCay is our award-winning private island with maximum thrills and endless ways to chill. It's a port of call and admission is complimentary.

### 4. Is there an admission charge to visit Royal Beach Club<sup>SM</sup> Paradise Island? How can I book a day pass?

Yes. Guests sailing to Nassau must purchase a day pass to enter Royal Beach Club Paradise Island. Admission is free for children 3 and under.

Cruise guests can book their day pass online prior to sailing using the Royal app or My Royal Cruise. Or they can visit the Shore Excursions desk onboard for availability and pricing specific to their sailing. Please note that space is limited.

### 5. When will Royal Beach Club<sup>SM</sup> Paradise Island be available to book?

Day passes and cabana rentals are available to book now.

Booked guests should visit the Royal app or My Royal Cruise for the latest pricing specific to their sailing. Guests can also book onboard at the Shore Excursions desk, depending on availability.

Booking options for Bahamian residents will be available. Please check back for additional details coming soon.

### 6. Are there per-day limits for passes to Royal Beach Club<sup>SM</sup> Paradise Island?

Yes. Royal Beach Club Paradise Island has a capacity that varies seasonally. We recommend booking ahead to secure admission.

7. Are there any age restrictions to enter Royal Beach Club<sup>SM</sup> Paradise Island?

All guests are welcome to enter Royal Beach Club Paradise Island and are welcome to enjoy their day pass in all areas.

8. Will Royal Beach Club<sup>SM</sup> Paradise Island be open to other cruise line guests? What about local Bahamian residents?

Royal Beach Club Paradise Island is open exclusively to Royal Caribbean Group guests sailing on Royal Caribbean and Celebrity Cruises as well as Bahamian residents.

9. Do I need my SeaPass<sup>®</sup> card or other identification to enter Royal Beach Club<sup>SM</sup> Paradise Island?

Yes. When disembarking the ship, guests should bring both their SeaPass card and their government issued ID.

10. Are personal bags and backpacks allowed in Royal Beach Club<sup>SM</sup> Paradise Island?

Definitely. Personal bags are welcome and secure complimentary lockers are available.

11. Do I get a discount for my Royal Beach Club<sup>SM</sup> Paradise Island day pass if I already purchased a Deluxe Beverage Package?

Guests can purchase a beverage package + Royal Beach Club Paradise Island day pass bundle before they sail and save. If you've already purchased the deluxe beverage package but have not set sail, you can cancel your pre-cruise purchase and upgrade to this bundle instead.

12. Do I get a discount for my Royal Beach Club<sup>SM</sup> Paradise Island day pass if I already purchased a Voom<sup>®</sup> Wi-Fi package?

No. Guests will not get a discount if they have purchased a Voom Wi-Fi package. All guests with a day pass will enjoy free Wi-Fi.

13. Will there be reduced rates for suite guests who go to Royal Beach Club<sup>SM</sup> Paradise Island?

No, there are no reduced rates for suite guests.

14. If I purchase a Royal Beach Club<sup>SM</sup> Paradise Island day pass and decide to cancel, can I get a refund?

Absolutely! For a complete refund, guests have up to 48 hours prior to their arrival day in Nassau to cancel purchases of day passes.

15. If I book a day pass to Royal Beach Club<sup>SM</sup> Paradise Island and there is rain, wind, or bad weather — will the excursion be canceled, and I will receive a refund?

If your stop is canceled due to weather, your onboard account will be fully refunded. All shore excursions to Royal Beach Club Paradise Island have the same policy as our shore excursions at other global destinations.

### **Cancellation Policy**

Excursions can be modified or canceled up to 48 hours prior to port arrival without penalty. In the event a stop is canceled due to weather conditions, a full refund will be provided to your onboard account.

16. Do all passengers in one stateroom need to purchase the same day pass option?

No, guests in the same stateroom may book different day pass options. For example, one passenger can book an alcohol-included pass and another passenger in the same stateroom can book a non-alcoholic pass.

## II. AMENITIES & ACTIVITIES

1. Are beach chairs, umbrellas and towels included at Royal Beach Club<sup>SM</sup> Paradise Island?

Yes. Complimentary beach chairs and umbrellas are located throughout Royal Beach Club Paradise Island.

Towels are available for guests at towel stations upon arrival at the beach club. Guests do not need to bring a towel from the ship.

2. Is there transportation to Royal Beach Club<sup>SM</sup> Paradise Island?

Definitely. Upon disembarking the ship, there will be signs pointing guests in the direction of our complimentary Royal Beach Club Ferries at the pier. Ferries will stop at both Paradise Pier and Chill & Party Pier and run continuously throughout beach club hours.

To return, guests will be dropped off on the mainland side of Nassau Cruise Port, where they can enjoy local shopping and activities prior to returning to the ship.

Transportation on the Royal Beach Club Ferries to and from the Nassau Cruise Port is included in the Royal Beach Club Paradise Island day pass.

Royal Beach Club Ferries are wheelchair and scooter friendly with dedicated seating provided.

3. Does Royal Beach Club<sup>SM</sup> Paradise Island have lockers available?

Yes! Complimentary lockers are available throughout the beach club.

4. Does Royal Beach Club<sup>SM</sup> Paradise Island have restrooms and showers?

Absolutely! Royal Beach Club Paradise Island has complimentary restrooms and freshwater showers for guests.

5. Are there any beach activities at Royal Beach Club<sup>SM</sup> Paradise Island? Can I rent snorkeling gear?

Absolutely. Guests will have access to complimentary beach toys and games.

Currently, snorkeling gear is not available for guests to rent at the beach club.

6. What should I bring to Royal Beach Club<sup>SM</sup> Paradise Island?

We recommend guests bring their SeaPass card, their government issued ID, sunglasses, sunblock, a hat, beach attire, water shoes, a change of clothes, and their wallet for purchases at the artisan huts as well as for local shopping after returning to the West Marina.

Guests with a Royal Beach Club Day Pass (Unlimited Non-Alcoholic Drinks, Dining & Wi-Fi) must use a credit card to purchase à la carte alcoholic beverages on site. They will not be able to purchase alcoholic drinks using their SeaPass card.

7. Are all pools at Royal Beach Club<sup>SM</sup> Paradise Island temperature controlled?

Yes! All pools at Royal Beach Club Paradise Island are temperature controlled for maximum enjoyment, any time of year.

8. Are swim diapers allowed in the pool at Royal Beach Club<sup>SM</sup> Paradise Island?

Yes! Little adventurers wearing swim diapers are allowed in all pools and in the ocean at all beaches at Royal Beach Club Paradise Island.

9. Are aerial drones allowed at Royal Beach Club<sup>SM</sup> Paradise Island?

No, drones may not be operated at Royal Beach Club Paradise Island. 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 at any time onboard Royal Caribbean ships or private destinations including Perfect Day at CocoCay in The Bahamas, Royal Beach Club Paradise Island in Nassau, The Bahamas, or Labadee, Haiti.

10. Are there complimentary life vests at Royal Beach Club<sup>SM</sup> Paradise Island?

Yes, Royal Beach Club Paradise Island offers complimentary life vests for guests of all ages to use at both beaches and any of the pools.

### III. FOOD & BEVERAGE

1. What food options are available at Royal Beach Club<sup>SM</sup> Paradise Island? Is food included?

Guests enjoy complimentary dining at three quick service style restaurants serving fresh handheld options, salads, sides and delicious desserts with a Bahamian twist.

2. Will I be able to find gluten free, vegetarian, or kosher meal options at Royal Beach Club<sup>SM</sup> Paradise Island?

Yes. Gluten free and vegetarian dishes are available on menus throughout Royal Beach Club Paradise Island.

We currently do not have kosher meal options as part of our offerings.

3. Are all beverages included with my Royal Beach Club<sup>SM</sup> Paradise Island day pass? Can I use my beverage package at Royal Beach Club Paradise Island?

The type of beverages included depend on which Royal Beach Club Paradise Island day pass you choose.

Royal Beach Club Paradise Island has two distinct day pass options. You can choose a Day Pass with Unlimited Open Bar, Dining & Wi-Fi that includes all drinks — including unlimited alcoholic beverages.

Or you can opt for the Day Pass with Non-Alcoholic Drinks, Dining & Wi-Fi that includes unlimited non-alcoholic beverages only. Alcoholic drinks are available for purchase à la

carte with this day pass option.

Guests must purchase a day pass regardless of whether they have a beverage package or not.

Booked guests should visit the Royal app My Royal Cruise for the latest pricing specific to their sailing.

#### 4. [Is there an age requirement to consume alcohol at Royal Beach Club<sup>SM</sup> Paradise Island?](#)

Yes. Guests must be 21 years or older to consume alcohol at Royal Beach Club Paradise Island.

## IV. CABANAS, DAY BEDS & VIP PARTY DECK

### 1. [What types of cabanas are available at Royal Beach Club<sup>SM</sup> Paradise Island? What amenities are included with each?](#)

In addition to individual perks and amenities, when you book one of our VIP options, it includes admission for multiple guests.\* Book a Cabana, Day Bed, or the VIP Party Deck and your party gets admission to Royal Beach Club Paradise Island with unlimited open bar and dining.

As an alternative to cabanas, Day Beds and the VIP Party Deck are also available for rent at an additional cost. When you book a Day Bed, you receive 2 Royal Beach Club Day Passes.\* And if you choose the VIP Deck, you get 12 Royal Beach Club Day Passes\* with the option to purchase 6 additional passes.

### 2. [How do I reserve a cabana?](#)

Reserving a cabana is a breeze. You can do so online using the Royal app or My Royal Cruise, or onboard at the Shore Excursions desk, depending on availability.

### 3. [If I purchase a Royal Beach Club<sup>SM</sup> Paradise Island Cabana, Day Bed, or the VIP Party Deck rental and decide to cancel, can I get a refund?](#)

Yes! For a complete refund, guests have up to 48 hours prior to their arrival day in Nassau to cancel purchases of Cabanas, Day Beds, and the VIP Party Deck.

### 4. [If I rent a cabana, how many hours can I enjoy it?](#)

Guests can enjoy their cabana throughout the duration of beach club hours.

### 5. [What is the VIP Party Deck — and what comes with renting one out?](#)

Royal Beach Club<sup>SM</sup> Paradise Island offers two Party Decks for rent, located on each side of the second floor of The Floating Flamingo<sup>SM</sup>.

The VIP Party Deck includes the same amenities and services as our Cabana rentals. Located above The Floating Flamingo<sup>SM</sup> pool and swim-up bar, each side of the VIP Party Deck offers a front-row view to live DJ sets on the second deck and VIP views of the pool and beach. Guests enjoy personal attendant service — which includes food and drinks on demand, towels, fans, loungers and more. You can rent one, or both, of these wings to host up to 12 people on each side — perfect for bachelorette or bachelor parties, birthdays, family reunions, wedding receptions and any other large-scale group celebration.

For further information and pricing, please visit the pre-cruise planning page for your cruise. And if you

have more than 12 people in your group, please visit the shore excursion desk onboard your ship for proper planning.

## V. ACCESSIBILITY

### 1. Is Royal Beach Club<sup>SM</sup> Paradise Island accessible?

Yes. Royal Beach Club Paradise Island is accessible. All three pools on the island include a pool lift, for assisted entry and exit from the water. The island also includes accessible-friendly restrooms, dining and bars, plus shaded lounging areas with space and seating for wheelchair access. All through the destination you can find clear and accessible pathways, including beach access mats for wheelchairs to move over sandy areas.

### 2. Are the Royal Beach Club<sup>SM</sup> Paradise Island Ferries accessible?

Yes, the Royal Beach Club Ferries are accessible — with ADA compliant seats, clear pathways, and wheelchair ramps on each vessel. Guests with mobility needs and wheelchairs may disembark at either Chill & Party Pier or Paradise Pier.

At Nassau Cruise Port, guests with accessibility needs will enter through the Reserved Guest Experience Entrance.

### 3. What services or features are available for guests with mobility challenges or disabilities?

The following services **are** available to guests with mobility issues:

- Royal Beach Club Ferries are wheelchair / scooter friendly
- All bars have an accessible counter, except for The Floating Flamingo<sup>SM</sup>
- All restrooms have ADA compliant features and layouts
- All Paradise Grill<sup>SM</sup> locations offer accessible friendly options
- There is 1 pool lift located at each pool on the island. Additionally, Chill Beach Pool also offers zero entry access.
- Complimentary beach wheelchairs can be found near the top of the ramped pathways as you come up from the Paradise or Chill/Party Arrivals area, available on a first-come, first-serve basis.
- All reserved experiences are accessible to guests with mobility issues via designated pathways except:
  - VIP Party Decks
  - The second floor of the Ultimate Family Cabana<sup>SM</sup>
  - Spacious Beach Cabanas on Paradise Beach

In addition to the services listed above, crew is available for support and assistance at both the Nassau Cruise Port and at Royal Beach Club Paradise Island.