

Welcome Aboard



Cruise Vacation Guide

Thanksgiving Caribbean Escape Cruise

Virgin Resilient Lady | November 25-30, 2024



Table of Contents

Welcome to Atlantis!..... 3

Get Ready for Atlantis 5

Before You Go 7

Embarkation Day..... 9

The Atlantis Experience 11

Dining Information 16

Onboard *Resilient Lady*..... 19

Team Atlantis 23



Welcome to Atlantis!

We're thrilled to welcome you to the incredible *Resilient Lady*. You're about to experience a revolution in fun on the high seas and we can't wait to share it with you as we escape to the Caribbean this Thanksgiving!

In this booklet, we'll help get you organized for your vacation, with information on how to pack, what to expect, and what you'll do when you arrive.

Sailing the spectacular *Resilient Lady*, you'll experience nonstop entertainment and fun in ways you never imagined. Virgin and Atlantis' superb teams, hosts, entertainers, and crew are excited and ready to show you the time of your life.

Please take a few minutes to read this entire booklet, as it contains important information to prepare for your vacation.

We look forward to seeing you onboard *Resilient Lady* and in Miami. Bon voyage!

Warm regards,

Rich, James, Ben and the entire Atlantis Virgin team



Your Itinerary

Day	Date	Port	Arrive	Depart
Monday	November 25	Miami, FL		7 pm
Tuesday	November 26	Nassau, Bahamas	8 am	5 pm
Wednesday	November 27	Fabulous Day at Sea		
Thursday	November 28	Puerto Plata, Dominican Republic	8 am	5 pm
Friday	November 29	Relaxing Day at Sea		
Saturday	November 30	Miami, FL	7 am	

All arrival and departure times are approximate and may change without notice. Please note that embarkation and departure times are subject to change throughout our journey; the most up-to-date times will be posted throughout the ship and at all gangways.

Embarkation in Miami begins at approximately 1:30 pm and will continue until 6 pm. Please read the section on arrival times carefully.

Itinerary Changes

Atlantis and Virgin have carefully planned this itinerary for maximum enjoyment of all our ports and the ship. Although we do our best to adhere to published ports and times, unforeseen weather and/or sea conditions may force us to alter the itinerary.

In the unlikely event of an itinerary change while sailing, we will communicate our new plan both through ship wide (outside of cabin) announcements and through push notifications via the Virgin Voyages App. Neither Atlantis nor Virgin shall be held liable for any damages resulting from any itinerary change according to your Passenger Cruise Contract.



Get Ready for Atlantis

Review Your Boarding Documentation

To travel, a valid passport is preferred and required for all guests from outside the U.S.A. Proof of citizenship in the form of an original birth certificate and a government-issued photo ID is acceptable for U.S. citizens only. Visas are not required for citizens of the US and Canada. Visa requirements for all other nationalities vary and should be checked with the embassy or consulate of each country visited on your itinerary.

Please note that it is your responsibility to have the necessary documentation before boarding the ship. Failure to provide proper and valid documentation will result in being denied boarding, and no refund will be provided.

Register With Virgin Voyages

Please take time now to register online with Virgin using the *Virgin Voyages App*, available for free in the app store on Apple or Android. It only takes a few minutes and will assure that you can embark in a speedy manner.

If you haven't already received it, you will receive a booking number and confirmation directly from Atlantis Events by email with details on how to register online.

If you haven't received a Virgin booking number, please don't worry -- we can sort it all out at the pier terminal upon arrival.

Please note that each room has only one Virgin Booking Number assigned. If your roommate or partner didn't receive their own email, it's probably because we only had this one on file for both of you. They will use the same booking number for registration.

Should you encounter any issues registering with Virgin, please contact our office at +1 310 859 8800 and we will do our best to assist you. Again, please do not worry, as it will not affect your booking status or ability to board.

Get Ready for Atlantis

Review Your Flight Plans

If you're flying into Miami make sure you allow enough time to arrive at the pier no later than 5 pm.

For departure, flights should not be booked before 11 am from Miami.

Customize Your Experience

Once registered, you can do several things to customize your experience onboard and off.

A Bar Tab option is available prior to departure, letting you buy a pre-paid bar tab and receive a free extra credit amount by purchasing in advance. See the app for more details.

You can also book Shore Things and view their details, duration, and prices on the *Virgin Voyages App* by visiting the Discover tab, or by visiting the Shore Things desk once onboard.

Atlantis has worked closely with Virgin to enhance and develop excursions that will be fun and exciting for our group.



Before You Go

Packing Advice

Atlantis emphasizes a casual, comfortable atmosphere with no specified dress code. Sportswear and casual resort attire are always appropriate. There are no formal nights and absolutely no need for a jacket and tie.

Our only request is that you show a little good taste and respect for our other sailors at dinner time. That means no gym-like tank tops, gym shorts, super-revealing party outfits, and the like. It's a request, and everyone will appreciate it.

Plan for warm, even hot weather with slightly cooler breezes at night. We recommend loose, comfortable cotton and other lightweight clothing. Don't forget a hat!

Except for the above notes, our ports are very relaxed with no dress codes. We suggest casual resort wear and some comfortable shoes. Daytime at sea is time for swimwear and flip-flops. Bring lots of sunblock.

Currency Advice

The entire ship operates on U.S. Dollars. There is absolutely no need to exchange money or bring local currency as the port areas readily accept US Dollars.

And always select the "local currency" option when making purchases to avoid transaction fees.

Prohibited Items

Please do not bring any of the following onboard, and do not place these items in your checked luggage: irons (including travel steamers), alcoholic beverages, knives, firearms, power strips, or any other potentially dangerous items.

If your luggage contains any of the above items, your bag will be held at security and will not be delivered to your stateroom. Full details on prohibited items can be found on the Virgin Voyages website.

Before You Go

Weather Forecast

Weather in the Caribbean is usually very pleasant and warm. You can expect high temperatures around 85 °F / 27 °C and lows around 70 °F/ 20 °C. Rain is always a possibility, but we do our best to avoid it. It will feel cooler onboard the ship due to wind.

Party Themes

Our theme parties are legendary and dressing up is part of the show, but is of course always optional. All parties will be outdoors on deck (Subject to weather of course.)

Dog Tag T-Dance - The troops come home for Atlantis' longest-running signature afternoon party. Show your creative strength at our first big outdoor party inspired by the joys of men in (small) uniforms. We'll provide dog tags; you do the rest.

Tropical Heat - The heat of the Caribbean is upon us, so head up for a breezy party filled with the rhythms and colors of the tropics! Less is more with colorful pareos, native prints, maybe a little body paint and anything with an island flair. Or just show up as a lost cruise ship tourist!

Solid Gold Medalists - The games in Paris are over, but their spirit lives on with a party about sport, sportsmen, and all the pageantry that make us watch every four years. Head out ready to compete or coach or arrive decked out in your favorite country's ceremonial best. Or just be that fan who finally got a ticket to men's gymnastics.

Neon Magic - Fast, flashy, bright, and silly! We're turning the Pool Deck into a musical playground filled with bouncy sounds that are sure to bring a smile to your face. Neon and sparkles are the way to go tonight, and don't take anything seriously!

Think Pink T-Dance - Pink is in! It's everywhere and hotter than ever. From Barbie butch to fluffy fantastic, throw on your favorite interpretation for a hot afternoon of frivolous dolled up fun.

Virgin White - Let your imagination run wild at Atlantis' pinnacle party. Sizzle in the moment, dress up or down in one simple color that everyone looks good in. Be as creative as your dreams, as sexy as your desires, as irreverent as your laughs, or keep it simple with your favorite white shorts. All are welcome here for the perfect night under the stars.

Revival! Classic Disco T-Dance - Disco lives on as we take you back to the glory days of the 70s with an afternoon of pure musical magic on the dance floor. Artificial fabrics, excess facial hair, oversized shoes, and other obnoxious accessories welcome!

Embarkation Day

Getting to The Port in Miami

Resilient Lady will sail from Virgin's fabulous new terminal!

PortMiami

Terminal V

718 N Cruise Blvd

Miami, FL 33132

The port is about 20 minutes from the airport. Taxis and Uber are the best way to get to the port.

Important Check-In Time Information

Check in opens at 1 pm and embarkation starts at 1:30 pm; and the pier is NOT open earlier. If you show up before that time you will be standing in line outside. There is very limited space at this pier and literally no waiting area.

Sailors arriving earlier or later than their assigned times will be asked to wait until the guests with correct appointments have been embarked.

Check-in is open until 6 pm.

If you have not been able to register yet or receive a check-in time, we ask that you arrive after 4 pm.

Thank you in advance for your cooperation and participation in making everyone's check-in as smooth and seamless as possible.

What Do I Need to Check-In?

Since your reservation is electronic, all you need is your valid ID to travel and a credit card to check-in.

You will then be issued a wearable token, which will serve as your room key and identification card for all things onboard!

If you registered correctly through the app, this will only take a minute or two!

Embarkation Day

Alcoholic Beverages and Other Restrictions

Guests are welcome to bring two (2) 750mL bottles of wine per cabin in carry-on bags. No beer or hard liquor may be brought onboard for consumption.

Any alcohol placed in checked baggage or carried on will be removed and held for you until the end of your voyage. Alcohol purchased onboard or in port will be held in secure storage and delivered to your stateroom on the last night of the cruise.

Lost Luggage Assistance

If your luggage does not arrive with you, please do all the following:

1. Get a complete report from the airline, including your luggage's original bag receipt and tracking number. Make sure that you tell the airline that you are boarding *Virgin Resilient Lady*.
2. Upon arrival on the ship, go immediately to sailor services, where they will make a copy of your lost baggage report. The ship will attempt to track your luggage and follow up directly with the airlines.
3. Be patient. Depending on the airline, it might arrive prior to sailing. Our port agents will attempt to deliver any lost luggage directly to your room in concert with the ship. If your luggage does not arrive, they will keep you informed with the latest news from your airline.

Please understand that neither Virgin Voyages nor Atlantis has lost your luggage. We can only assist you in recovering your luggage from the airline and in communicating with them. Ultimately, the airline is responsible to you for any loss or inconvenience you encounter. However, in our experience, most bags turn up in the first 48 hours.



The Atlantis Experience

Atlantis Daily Program

All events and entertainment schedules can be found both on the *Virgin Voyages App* and on screens throughout the ship. When in doubt of a time/schedule/event, please review the video screens throughout the ship.

A printed copy of the day's schedule, called "*Glance At The Day*" is also available in the following areas: Sailor Services on Deck 5, the Chart Room on Deck 7, and the Grounds Club on Deck 7. On embarkation day, this will be delivered to your stateroom.

Team & Information Desk

Our office and volunteer Team Atlantis staff will be on hand throughout your trip to host and assist with every aspect of your vacation. Please don't hesitate to ask any of us if you have a question or require assistance. We are available 24 hours a day, and always wear Atlantis name badges.

We also offer a general information desk located adjacent to Sailor Services on Deck 5. Hours vary and are posted at the desk and in the daily schedule.

Atlantis staff can also be reached through Sailor Services at any time.

Friendly & Social Meet Ups

We celebrate our community's diversity and diverse interests with a set of casual places for you to meet guests with similar interests. Here are a few samples:

Lure of Leather – For our guests who like or love leather.

Atlantis BIPOC – For our Black, Indigenous, and People of Color guests & friends.

Bears & Cubs – A social gathering for bears, friends, and admirers.

Guns & Hoses – Cops and Firemen.

Women of Atlantis – Our female guests and their friends.

Active & Veterans – Military gathering for Atlantis service members.

Friends of Bill W – Daily meetings.

Real Daddies – Gay parents and those to be.

Gaymers & Geeks – Players and friends.

Global Community – Guests from outside the USA.

General Hospital – Doctors, nurses, techs, and other medical staff.

Up In the Air - Gay pilots and flight crew

Law & Order – Lawyers, judges, paralegals

These gatherings are casual, non-hosted meetings throughout the week, meant to give you a social hub to meet other friends. Stop by and see who's there! Dates and times are published in the *Virgin Voyages App* and daily schedule.

The Atlantis Experience

Special Events for Singles

We host several special events for our single guests, ranging from cocktail parties to special dinners. Please see the app for information on specific events.

No Solicitation Policy

Atlantis does not allow our guests to solicit other guests for any service or business while onboard our cruises. Please respect our other guests' right to enjoy themselves in an advertising-free environment.

Any guest that violates this policy by distributing materials, voice mails, or other sales communications to our guests will be subject to a \$2,500 USD fine applied directly to their onboard account. Thank you for your understanding.

Social Media Policy

While we want everyone to have fun, there are limits and so we ask that you be respectful of all guests and our cruise partners. Please do not post anything explicitly sexual on social media in a public forum or space. Any guest who posts any explicit and publicly visible photo or video will be asked to leave the ship with no refund. Thank you for understanding and keeping Atlantis friendly!

Atlantis Roommate Share Program

If you are participating in our room share program, you have been assigned a roommate based on smoking preferences. Your roommate's name may appear on your confirmation but is subject to change. This program is offered as a convenience and service for our single travelers, and as such, no roommate changes are permitted for any reason whatsoever.

The Atlantis Experience

Entertainment Preview

On *Virgin*, you'll be delighted by Atlantis' world-class entertainers and Virgin Voyages' dazzling productions. You'll find the full entertainment and event schedule in the *Virgin App* once you embark.

Monday Miami

Sail-Away Party

Aquatic Club 7 pm

Meet thousands of new friends from around the world as we sail into the sunset.

First Time Cruisers Orientation

Red Room 7:30 pm

If it's your first time, join Atlantis Cruise Director Ben for a quick and friendly overview of how to make the most of your vacation!

Amber Iman

Red Room 8 & 10 pm

NEW! One of the fastest rising stars in the theater and music scenes, She's a 2024 Tony nominee with a soulful voice and magnetic presence. A fabulous start!

Gay Comedy All-Stars

The Manor 9 pm

Atlantis presents some of the worlds' top comics together on one stage. Tonight starring Roz Hernandez and Brad Loekle.

Evita Loca

The Manor 11 pm

Direct from Broadway, Miss Evita Loca is a sassy, brassy "matchy matchy" drag queen somehow seen as cross between Patti Lupone and Ricky Martin.

Piano Bar with William TN Hall

On the Rocks 11 pm

Every night our very own piano men brings you a night of show tunes, pop hits and more. Tonight featuring William TN Hall.

Tropical Heat

Aquatic Club 11 pm

The heat of the Caribbean is upon us, so head up for a breezy party filled with the rhythms and colors of the tropics!

Tuesday Nassau

Dog Tag T-Dance

Aquatic Club 4:30 pm

Atlantis' most infamous afternoon party. A little green, red, or yellow can go a long way. Dog tags for everyone!

Persephone

Red Room 8 & 10 pm

Virgin's signature production takes you on a wild ride as Persephone descends into the Underworld causing the earth to fall into winter. It's a musical Underworld with lavish costumes, decidedly non-ancient tech and dazzling cast.

Telly Leung

The Manor 9 pm

One of Broadway's most vibrant stars, direct from starring in *Aladdin* and *Allegiance*, with a host of other amazing credits in between.

Gay Comedy All-Stars

The Manor 11 pm

Piano Bar with Brian Nash

On the Rocks 11 pm

Solid Gold Medalists

Aquatic Club 11 pm

Tonight's party is all about the gold, so do your team proud in your ceremonial best...or dress as your favorite French pole vaulter.

The Atlantis Experience

Wednesday At Sea

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| Bingo with Miss Richfield 1981 | Red Room 2 pm |
| Pure silliness and camp craziness when Miss Richfield pulls together the most originally hilarious bingo session ever seen at sea (or land). | |
| Think Pink! T-Dance | Aquatic Club 4:30 pm |
| Pink is in and everywhere this year. Blow it all up with your favorite interpretation for a hot afternoon of frivolous dolled-up fun. | |
| Miss Richfield 1981 | Red Room 7:30 & 10 pm |
| Miss Richfield 1981: Professional beauty queen and on-trend fashion gal Miss Richfield 1981 takes on the crazy world of AI in an all-new show, <i>Phoney Baloney!</i> | |
| Evita Loca | The Manor 7 pm |
| Telly Leung | The Manor 11 pm |
| Piano Bar with Willim TN Hall | On the Rocks 11 pm |
| Neon Magic | Aquatic Club 11 pm |
| Neon and sparkles are the way to go tonight, and don't take anything seriously! | |

Thursday Puerto Plata

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| Bob the Drag Queen | Red Room 7:30 & 10 pm |
| Legendary <i>Drag Race</i> winner, sidekick and guest star for Madonna's <i>Celebration</i> tour, Bob the Drag Queen does it all, and we're thrilled to welcome her back to Atlantis! | |
| Another Rose | The Manor 6:30 pm |
| Doomed love, acrobatics, and a dinner party you'll never forget. A decadent feast for the senses, it's equal parts cabaret, world-class dining and immersive theatrical spectacle. Outrageously fun, with a special dinner and free-flowing cocktails. Book in advance! | |
| Gay Comedy All-Stars | The Manor 11 pm |
| Piano Bar with Brian Nash | On the Rocks 11 pm |
| Virgin White Party | Aquatic Club 11 pm |
| There's nothing like your first time....Atlantis' longest running party makes it to Virgin in one simple color. | |

Friday At Sea

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| Revival Disco T-Dance | Aquatic Club 4:30 pm |
| The spirit of the 70s & early 80s returns for some retro fun in the sun when we all had too much real hair and not enough real fabrics. | |
| AirOtic | Red Room 7:30 & 10 pm |
| The sexiest, gayest, and most outrageous acrobatic show you've ever seen, designed and produced by Les Farfadais exclusively for Atlantis! | |
| Evita Loca | The Manor 8:30 pm |
| Brad's Last Laugh | The Manor 10:30 pm |
| Legendary gay comic Brad Loekle has been watching you all week and will make sure you're ready to head back to the "real" world with a huge smile. | |

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|--------------------------------|--------------------|---------|
| Piano Bar with William TN Hall | On the Rocks 11 pm | Page 14 |
| The Last Dance | The Manor Midnight | |

The Atlantis Experience

The DJ's

We're thrilled to have three of the world's top DJ's onboard:

Abel	Miami
Dan Slater	Dallas
GSP	London

Each has their own unique style and has been selected for their particular sound.

Cabaret Performers

Atlantis entertainment happens throughout the ship, and all day and night. Look for some exciting shows from the following Atlantis entertainers:

Brian Nash, William TN Hall – Our superstar team of incredible piano entertainers. Broadway tunes and piano pop medleys make our piano bar the ultimate late-night escape.

Evita Loca – Sassy, brassy, “matchy matchy” drag queen.

Telly Leung – Broadway and TV star with an incredible voice and endless charm.

Atlantis Comedy All-Stars

We're thrilled to present two of the world's top LGBTQ comics in rotation in The Manor most nights.

Brad Loekle – He always gets the last laugh, and deserves it.

Roz Hernandez – One of LA's best LGBT comics and a top charting podcast host.



Dining Information

Essential Information on Dining and Seating

All restaurants onboard *Resilient Lady* are included in your cruise fare and truly fabulous! Reservations are available for times before 7 pm and after 9 pm. All seating from 7 pm to 9 pm is walk in only in order to offer you more flexibility. Reservations are only a suggestion and not required.

When you come to any of our restaurants, the Virgin and Atlantis staff will offer you the opportunity to join our other guests and share a meal. We always encourage joining as it's the absolute best way to meet people, but of course you're always welcome on your own.

Please be patient during peak hours as there may be a slight wait without a reservation. We highly recommend watching the first (7:30 pm) show and dine afterwards comfortably around 9:00 pm.

There is no "main" restaurant and no buffet on Virgin! There are also no extra charges for dining in any of the restaurants, although a few luxury upgrades have an extra charge.

Virgin's Fabulous Restaurants

Razzle Dazzle

Casual, playful, and totally delicious vegetable-forward spot serving decadent brunch everyday and a relaxed dinner you'll feel good about after eating! A great place to share a meal with big tables spanning the center.

The Wake

Sexy and sophisticated grill specializing in seafood and steak in a slick, posh setting. Open for a delicious brunch everyday and awesome dinners.

Pink Agave

Modern Mexican creations in a lively setting featuring a massive Mescal bar and vibrant colors. Perfect for sharing and tasting.

Extra Virgin

Classic rustic Italian with a Virgin twist. Enjoy hand-made pastas, simple and fresh starters, and authentic regional specialties in a sophisticated but relaxed setting.

Test Kitchen

Creative tasting menus in a vibrant, ultra-modern setting designed to showcase the flavors of the moment. Super-interactive.

Gumbae

The only Korean BBQ joint at sea will have you drinking, singing, and of course eating authentic food in the liveliest setting on the ship. Choices abound and it's essential to share with friends old and new.

Dining Information

The Galley

When you want something quick, our collection of food-truck-like stands offer everything from burgers to ramen, salads to tacos, and plenty in between. Open almost all day (& night) with grab & go options as well.

And More...

Casual options abound, starting with Mediterranean tapas in the Dock and Dockhouse. Grab a coffee and pastry in Grounds Club and don't miss the incredible pizza in the Pizza Place.

Dining Times

The Wake & Razzle Dazzle

Brunch	8 am – 1 pm
Dinner:	6 pm – 10 pm

The Pizza Place

Lunch	12 pm – 6 pm
Late Night	10 pm – 4 am

Pink Agave, Extra Virgin, Test Kitchen, Gumbae

Dinner	6 pm – 10 pm
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Lick Me 'til Ice Cream

All-Day	11:30 am – 10 pm
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Dock House

Mezze & Tapas	12 pm – 6:30 pm
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Sun Club Café

Bowls & More	12 pm – 5 pm
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The Galley

Breakfast	7 am – 11:30 am
Lunch	12 pm – 3pm
Dinner	7 pm - 10 pm
Late Night	10 pm - 5 am
Diner & Dash	6 am to 4 am

What's Included?

All meals at all restaurants are included. The exceptions are a few luxury specialty items. Drip coffee, tea, filtered water, soft drinks, and most juices are also included. Specialty coffees & alcoholic beverages are available at our bars and restaurants for an additional charge.

We suggest taking advantage of dining in a variety of venues and enjoying your meal times with friends old and new. It's the easiest way to connect.

Beverage Packages & Bar Tab

Virgin does not offer beverage packages, but you can purchase a pre-paid "bar tab" in advance of sailing via the *Virgin Voyages App* that gives you a credit beyond the cost of your payment.

Dining Information

Special Diets

All dietary restrictions and allergies should be communicated directly to Virgin in advance of our sailing, and can also be input in the *Virgin Voyages App*. As an abundance of caution, we also ask that you communicate any special dietary requests including allergies to the Maitre D' at the entrance to any of restaurants.

Vegetarian and vegan options are available everywhere -- especially in Razzle Dazzle - and need no advance notification.

Ship Eats

Virgin's Ship Eats (Room Service) is available 24 hours a day. See the menu on the app for a complete selection and ordering instructions. Please recognize that the staff handling room service has limited capabilities. If you're looking for a quick snack, we highly recommend the Galley which is open virtually all the time.

Sustainability Notes

Virgin operates an environment with no single-use plastics. Water is readily available throughout the ship at complimentary filter stations. If you have a favorite vessel for water, you might want to bring it along, or buy a smart Virgin one onboard.

Thanksgiving Plans

We will offer special Thanksgiving menus on Thursday with all the trimmings! More details will be provided onboard.



Onboard *Resilient Lady*

Personal Funds & Shipboard Charges

The currency onboard is U.S. Dollars. Virgin operates on a cashless system. You can validate your Virgin wearable with your Visa, MasterCard, Diner's Club, or American Express card, or settle your account by cash. Guests can then sign all onboard services and purchases to their account. At the end of the cruise, you will receive a completely itemized statement by email or in the app.

For your convenience, the ship has an onboard ATM machine that dispenses U.S. currency. Bank debit cards on the PLUS and CIRRUS networks are accepted along with the following credit cards: American Express, Discover/Novus, MasterCard and VISA are accepted. Fees will be charged per transaction.

Customs & Immigration at Sea

Upon embarkation customs and immigration officials will inspect our guests and the ship. Normally, this occurs without your knowledge or participation. Occasionally, passengers are called for inspection. In these cases, please follow the instructions provided to assure that we are able to disembark in a timely manner in each port.

While we shouldn't have to say this, illegal substances, weapons, hazardous materials, or other restricted items are strictly prohibited. Any guest found with illegal substances of any kind will be removed from the ship at the next port of call and turned over to local authorities.

Atlantis and Virgin both have a zero-tolerance policy for all illegal substances.

Sailor Conduct Policy

Please remember that all our guests are bound by Virgin Voyages' Sailor Conduct Policy. The policy is intended to help ensure that all guests can participate in a safe and enjoyable cruise experience and sets forth standards of conduct for guests to follow throughout their vacation. Please take a minute to read this policy on the Virgin Voyages website:

[Sailor Conduct Policy](#)

Onboard *Resilient Lady*

Room Features

The rooms on *Resilient Lady* are extremely comfortable and modern. The ship has both 110 (US standard) and 220 (European) voltage power outlets in the rooms. All the water onboard is filtered and potable. Additional amenities include an interactive TV & tablet, and 24-hour ShipEats room service.

Laundry & Dry-Cleaning Services

Laundry, dry cleaning, spot removal, and pressing services are available for an additional fee. Laundry bags and service request forms are in your room. Ask your cabin steward for details.

There are no irons in staterooms as they constitute a fire hazard. There are also no self-service laundry facilities onboard.

Service Charges and Tipping

Virgin Voyages operates on a no-tipping policy, so there is no tipping required or expected at any time. No additional tipping to these service personnel is needed but may be extended at your discretion if the service is exceptional.

Smoking & Vaping Policy

For the comfort of all of our guests, all indoor areas on the ship are nonsmoking. Smoking is permitted only in certain areas on open decks. As a courtesy to our guests, ship personnel will thoroughly enforce the smoking policy.

Smoking is not allowed on stateroom balconies at any time.

Please note that Atlantis and/or Virgin reserves the right to change the smoking policy at any time depending on guest requirements. A complete detail of the smoking areas onboard can be found on the *Virgin Voyages App*.

If You Have a Problem or Question

Both the Sailor Services and the Atlantis Information Desk can handle most difficulties you may encounter. Generally, issues relating to your stateroom, the ship, schedules, or billing should be directed to Sailor Services. Questions regarding entertainment, service, Atlantis policies, special requests, or anything else should be directed to the Atlantis Desk.

If the Atlantis Desk is unattended, please feel free to ask any Team Atlantis member, and we will happily assist you.

Onboard *Resilient Lady*

Spa and Fitness Center

Resilient Lady features an exceptional full-service spa, offering a fantastic range of services including massage, facial, aromatherapy, hairstyling, and much more. Appointments for these services should be made early in your cruise, as many of the services book up early. All spa services are an additional charge which can be signed to your stateroom.

Stateroom Safe

All staterooms and suites are equipped with a personal safe. We recommend that you not leave valuables, jewelry, or money unsecured in your stateroom. Although every effort is made to safeguard staterooms, Virgin Voyages Cruises will not accept any responsibility for the loss or damage of any valuables left unsecured.

If you are participating in the roommate share program, please discuss the use of your safe with your roommate. No additional safes can be provided.

Medical Services

If you require medical attention while on board, an infirmary staff can assist you 24 hours a day. A doctor is available to render services at a customary charge. The infirmary can provide treatment for minor matters that may arise during your cruise and can assess and stabilize most medical emergencies. Should you require treatment for a serious condition requiring hospitalization, arrangements may be made to transfer you to a medical facility ashore. While at sea, the ability to transfer you to a shoreside facility may be limited or delayed by weather or logistical considerations. If you are currently suffering from a serious medical condition, please consult your physician before sailing. Virgin's doctors are independent contractors.

Internet Access

Resilient Lady offers basic complimentary internet to all guests onboard. Premium (faster) internet upgrades are available onboard for an extra charge.

Cell Phone Access Onboard

Resilient Lady is equipped to allow your mobile phone to work onboard. Please note that roaming charges apply, and will be billed directly by your home carrier. Rates vary by carrier, but can be considerably cheaper than using the satellite phones. Check with your carrier prior to sailing for specific rates.

We recommend turning all mobile broadband devices to "Airplane Mode" while onboard to avoid any excessive charges.

This access only works while at sea. When in port, the local land operator's roaming charges will apply.

Onboard *Resilient Lady*

Important Health Notice -- Please Read!

If you should come down with a contagious disease or even suspect a contagious disease, it's compulsory that you report it to the ship's infirmary for the safety of everyone on board. Should you be on any medication or want the medical staff to be aware of any special needs, please contact the infirmary. This will ensure that they will be prepared should you need assistance.

In rare instances, the ship's medical staff may determine that your medical condition will require you to be quarantined in your stateroom to protect the health of our other guests. While both Virgin and Atlantis will make every effort to make you comfortable in such a situation, we are unable to compensate lost vacation time due to quarantine.

Please note that the ship follows C.D.C. guidelines on all quarantine issues, and there is little flexibility in applying the rules, particularly where gastrointestinal symptoms are present.

As always, we highly recommend travel insurance to assist with unforeseen costs and reimbursement for missed vacation time due to illness. If you do not have travel insurance, it can be purchased virtually right up to departure time. Please note that this includes COVID-related quarantines and no credit or refund is issued for any lost time. This is why we strongly recommend Travel Insurance!



Atlantis Team

Our Atlantis team is made up of our full-time employees and part-time talent working together to create an exciting cruise experience for you.

Team Atlantis

Rich Campbell - President

James Xiao - Event Producer

Ben Cameron - Cruise Director

Allan McGavin - Team Manager

Brian Nash - Entertainment Coordinator

Marino Maranion - Guest Services

Our Entertainers

Abel Aguilera

AirOtic

Amber Iman

Brad Loekle

Bob the Drag Queen

Brian Nash

Dan Slater

Evita Loca

GSP

Miss Richfield 1981

Roz Hernandez

Telly Leung

William TN Hall

Questions?

Please ask your travel agent, call our office (+1 310-859-8800),
or e-mail us at: Info@atlantisevents.com

**We look forward to seeing you onboard *Resilient Lady!*
Bon Voyage.**

