



CRUISE LINES

Using your cruise ship's app onboard

Every major cruise line now has a great onboard app. Here's what they can do, how to download them, and what people miss.

Prepared by Demo Advisor · April 20, 2026

ADVISOR TIP

Demo content — illustrative only. This is a showcase of Compass features, not travel advice. Verify anything you'd actually act on.

Cruise ship apps used to be garbage. They're genuinely useful now — and on most ships the app works over the ship's WiFi without buying an internet package. Knowing what's possible changes your whole week.

Download before you fly

Each cruise line has a different app. Download it before leaving home so you're not wrestling with slow terminal WiFi on embarkation day.

Major apps

- Royal Caribbean — Royal Caribbean app
- Disney — Disney Cruise Line Navigator
- Celebrity — Celebrity Cruises app
- Norwegian — Cruise Norwegian app
- Carnival — Carnival HUB
- Princess — Princess Cruises (formerly MedallionClass)

What to do before embarkation

- Log in with booking number + ship + sail date
- Link everyone in your stateroom (if applicable)
- Upload security photos / complete online check-in
- Review the "Things to Know" section
- Pre-book dining reservations if available

What the app does onboard

Schedule + planning

- Daily schedule of activities
- Showtimes and reservations
- Restaurant menus (usually updated by 6am daily)
- Port info for each stop

Communication

- Chat with other people in your booking (free, no cell needed)
- View your onboard account balance
- Ship-wide announcements as notifications
- Digital key for your stateroom door

IMPORTANT

Connect to the ship WiFi network but don't buy an internet package if all you need is the app. Most cruise apps work over the onboard network for free — only off-ship internet (email, web, social media) requires a paid package.

Common missed features

- ☐ Chat — everyone in your stateroom can message each other from anywhere on the ship, free
- ☐ Mobile check-in / boarding pass — skip the terminal line
- ☐ Shore excursion booking — usually cheaper than at the port desk
- ☐ Stateroom account review — spot incorrect charges while you can still fix them
- ☐ Muster drill completion — watch the safety video in-app, scan at the station
- ☐ Daily — the current day's full schedule, sortable by venue

FAQ

Will it drain my battery?

Using the app all day will. Put your phone in airplane mode + WiFi only when not actively using it — battery lasts all day easily.

Does it work without cell signal?

Yes. That's the point. The app connects to the ship's onboard WiFi, not your cell carrier.

Can my kids have it?

Yes, though most apps require linking to a booking. Easiest path: install on their device, log in with your credentials, turn off chat notifications if needed.

What if I change cruise lines next trip?

Each line has its own app. The good news: you only learn the pattern once. They all do roughly the same things.

