



Return to Service - FAQ

Please Note: Health and safety protocols, guest conduct rules, and regional travel restrictions vary by ship and destination, and are subject to change without prior notice. Due to evolving health protocols, imagery and messaging may not accurately reflect onboard and destination experiences, offerings, features, or itineraries. These may not be available on your booked voyage, and are subject to change without prior notice.

POLICIES & QUALIFIERS

1. What completed travel documents do I need to board the ship? Are there other important requirements to prepare for boarding day?

Travel requirements are fast evolving and vary depending which port and country you are sailing from. We will communicate with guests in the 30 days before you set sail, to share the latest requirements for your departure port. Make sure you have downloaded the Royal Caribbean app, and updated the contact information in your app profile, so that we know how to reach you.

At this time, we expect each guest will need to provide the following:

- For guests 18 years of age and older, proof of being fully vaccinated for COVID-19;
- Proof of a negative SARS-CoV-2 RT-PCR test result may be required for entry into the country where you are sailing from (age requirements vary by jurisdiction);
- Completed Royal Caribbean Health Questionnaire, available to you in the app 24 hours before sailing
- Typical travel documents including your passport, or any visas as required by your departure country

2. Besides a positive test result, are there any other reasons I or my travelling party would not be able to board the ship?

Our Refusal to Transport Policy, which includes a non-exhaustive list of reasons why you may be denied boarding, can be found at <https://www.royalcaribbean.com/content/dam/royal/resources/pdf/refusal-to-transport.pdf>. Some examples include, but are not limited to: Some examples include, but are not limited to:

- Prior to boarding, or at any time during the voyage, failure to comply with our safety and health policies
- Failure to provide evidence of being fully vaccinated for COVID-19;
- Failure to provide truthful answers to our health questionnaire;
- Evidencing COVID-like symptoms, including but not limited to temperature readings that equal or exceed 100.4 degrees Fahrenheit / 38 degrees Celsius

3. Do I need a COVID-19 vaccine to cruise? What documents count as proof of vaccination? How far in advance do I need to get my vaccine?

At this time, we are requiring guests 18 years and older to be fully vaccinated for COVID-19, along with all crew members onboard. Each guest must provide proof of vaccination in the form of the

original vaccination record document issued by either (1) the country's health authority that administered the vaccination (e.g., U.S. CDC's Vaccination Record Card) or (2) the guest's medical provider that administered the vaccination. Electronic vaccination records will only be accepted for residents of those countries where electronic documentation is the standard issued form (e.g., a unique QR code). The vaccination record submitted to Royal Caribbean must show that the guest is fully vaccinated. This means that the guest has completed the full cycle of required doses for the vaccine administered (e.g., received the second dose in a two-dose series), and that the guest has received the final dose at least 14 days before sailing. All guests must present proof of vaccination as well as all required travel documents upon arrival at the ship terminal.

4. What costs are covered in case I test positive for SARS-CoV-2 during the cruise?

If a guest who followed our protocols tests positive during his/her cruise and is required to quarantine onboard, is removed from the ship mid-cruise or denied reboarding as a result, the impacted guest will receive a full refund. Additionally, Royal Caribbean will cover the cost of onboard medical treatment and any required land-based quarantine for that guest and will arrange and pay any additional costs incurred by the guests for safe travel home.

5. Where can I find the updated Guest Health, Safety and Conduct Policy and the Refusal to Transport Policy?

You can find the complete and up to date Guest Health, Safety, and Conduct Policy click <https://www.royalcaribbean.com/content/dam/royal/resources/pdf/guest-conduct-policy.pdf>

To see the complete updated Refusal to Transport policy, click <https://www.royalcaribbean.com/content/dam/royal/resources/pdf/refusal-to-transport.pdf>

6. Do I need to use the Royal Caribbean App to meet new safety policy requirements? What if I don't have a smartphone?

We strongly advise that all guests download and use the Royal Caribbean App available for Apple and Android devices. It has been enhanced with features that are essential to a smooth and safe boarding day and cruise. These features include notifications, online check-in, the new online Guest Safety Briefing required of all guests, and our Guest Health, Safety, and Conduct Policy. Some features are available only via the App, including the Guest Health Questionnaire to be completed by all guests 24 hours before sailing. The App offers key functionality to support guest needs throughout the sailing, important sailing details, ship maps, guest to guest chat, event and dining booking, itinerary planning, steps to assure health and safety, and more. We continually deploy additional functionality to the App. While we provide assistance for guests without access to a smartphone and the App, we highly recommend all guests download and use the App immediately after cruise booking to achieve the smoothest experience and avoid possible delays.

7. Are there any health restrictions or pre-existing condition limitations, due to COVID-19, for cruise guests?

Certain guests may be at an increased risk of becoming infected with SARS-CoV-2 (coronavirus). Guests of any age with certain underlying medical conditions may also be at an increased risk of developing COVID-19. Before booking or sailing on a cruise, please review the latest public health guidance about at-risk populations. All guests should consider their individual risk level for severe illness and make an informed travel decision on that basis. We recommend guests with a higher risk of severe illness consult with their doctor prior to booking or sailing with us.

8. Will I have to sign a COVID-19 waiver or other legal agreement to board the ship?

In addition to our booking terms— which all guests must accept — guests will be required to read and accept our COVID_19 Supplementary Terms and Conditions. Guests will also be required to acknowledge the risks associated with pathogen transmission during their voyage and on tours or other shoreside experiences at our destinations, as well as agree to follow all of our health and safety policies at all times. Failure to agree to our terms and conditions or accept the requisite health acknowledgments will result in a denial of boarding, and your inability to participate in tours and shoreside experiences.

You can find the complete and up to date COVID_19 Supplementary Terms & Conditions click <https://www.royalcaribbean.com/content/dam/royal/resources/pdf/english-covid-19-supplementary-terms-and-conditions.pdf>

9. What is the definition of a traveling party?

The term "traveling party" can include guests traveling in the same stateroom or reservation; guests traveling in multiple staterooms or as part of multiple reservations; as well as guests we determine to be legally or socially related or proximate in any way, at any time prior to or during the voyage, for any duration of time. It is important to note that contact tracing may deem you or someone in your traveling party a "close contact" of another guest if you were within 6 feet of someone infected with COVID-19 for a cumulative total of 15 minutes or more over a 24-hour period (for example, three individual 5-minute exposures for a total of 15 minutes in one day). If you are found to meet this contact threshold, certain actions may be required for your safety and the safety of your fellow guests.

10. Are there any new policies or procedures for service animals?

Service dogs will continue to be welcome onboard our ships. Guests continue to be responsible for obtaining all required health documentation for the dog to depart the ship in ports of call and the final destination.

11. If a vaccination is medically contraindicated because of my disability, who should I contact?

Please contact our Access Department at 03444 934005 or send an e-mail to royalspecialservicesuk@rccl.com. You can also have your local travel agent or International Representative contact us.

12. What happens to my paid cruise fare if I test positive for SARS-CoV-2 before the cruise and cannot join?

A full refund will be processed for any guest who tests positive within two weeks of their sail date, as well as any members of their immediate travelling party who chooses to cancel.

13. I have read the new health policies and procedures, and I am unsure at this time if I want to cruise. Can I change or cancel my booked cruise?

We're sorry to hear that. If you made your booking by May 31, 2021, it falls under our Cruise with Confidence policy, meaning you can cancel your reservation and receive a 100% Future Cruise Credit. You just need to let us know at least 48 hours before your sail date. We look forward to welcoming you onboard at a future date.

TERMINAL OPS & TESTING

1. Will I have to take a SARS-CoV-2 test before I cruise?

Travel requirements are fast evolving and vary depending on the port and country of departure. Royal Caribbean will update booked guests via email and text message, in the 30 days prior to sailing, to reinforce the latest requirements for the designated departure port. Be sure to download the Royal Caribbean app, and update the contact information within the app profile, so that we know how to reach each guest.

2. What happens if I or someone from my traveling party has COVID-19 or communicable disease symptoms at the terminal? Will we be able to board the cruise? If I'm denied boarding at the pier, will I receive a refund?

Should you have a fever or other symptoms of illness at the terminal, this could result in a denial of boarding for you and those in your travel party. Therefore, we strongly encourage you to monitor your health in the days leading up to the cruise and cancel or change your plans if symptoms of illness should arise. Should you be denied boarding at the pier due to a positive SARS-CoV-2 test, and/or because you are demonstrating active communicable disease symptoms, you and your travel party will receive a full refund.

3. If I'm denied boarding at the pier or arrive late, can I board the ship at the next port?

No, due to the specific boarding day processes required to evaluate the health of everyone onboard, we cannot have guests join the cruise downline once the sailing has embarked.

4. How long will it take to board the ship considering the new processes and protocols?

With fewer guests, staggered arrival appointments, and the ability to complete necessary steps via the Royal Caribbean App before arriving, we don't anticipate that the embarkation process will take much longer than is typically required.

5. Are there any new luggage recommendations or restrictions?

No, there are no changes to the luggage process at this time.

6. What if I am not feeling well in the days leading up to my cruise?

If you feel ill in the days before your cruise, you should not travel, and should contact us to re-schedule your reservation. If you booked your cruise on or before May 31, 2021, you will be protected by the Cruise with Confidence policy. Therefore, you can cancel for any reason, up to 48 hours before your sail date, and receive a 100% Future Cruise Credit. Keep in mind you will likely need to undergo a rapid antigen test for SARS-CoV-2 at your arrival airport, or at the terminal before boarding. A positive test result, or documented symptoms of communicable disease during the boarding process, will result in denial of boarding.

ONBOARD EXPERIENCE & PRIVATE DESTINATIONS

1. How is air circulated and filtered onboard? Is the air safe onboard a cruise ship?

On Royal Caribbean ships, 100% fresh ocean air is continuously supplied from outside. Intake of air occurs on one side of the ship for cooling and ventilation, then the air is removed via exhaust on the opposite side of the ship. This continual intake of fresh air replaces the air in any space, with a total air change up to 12 times an hour in staterooms, and about 15 changes an hour in large public spaces. Fan coil units in your stateroom and public spaces provide an extra layer of protection, continuously scrubbing the air of pathogens, using a high-grade MERV 13 filter that captures aerosols 1 to 3 micron in size with 90% efficacy — fine enough to filter cold and flu germs and coronavirus. An independent study by the University of Nebraska Medical Center and onboard Oasis of the Seas confirmed that cross-contamination of air between adjacent spaces is virtually impossible thanks to this powerful system

2. Will there be hand sanitizer provided in the stateroom and around the ship?

Hand sanitizer stations have always been available throughout the ship, but we've now increased that number by 75%. And we're placing them anywhere you're most likely to use them, near elevators and at exits and entrances to all venues, plus anywhere onboard that doesn't have handwashing stations or restroom sinks in the immediate area. Additionally, a new bottle of hand sanitizer will also be made available in all staterooms.

3. How are you ensuring guests are washing and sanitizing their hands?

Hand hygiene onboard has always been a priority for us, as a proven way of helping protect the health and safety of our guests and crew, with numerous hand washing sink stations and hand sanitizer stations located throughout the ship. Now we've increased and enhanced those efforts by increasing the number of Purell sanitizer stations around the ship by 75% and introducing Purell sanitizer wipe stations in high-touch areas.

4. What are your health and sanitization standards on the ship? What guidelines apply and how do you know they are sound? How is the crew trained to implement them effectively?

In compliance with strict standards set by U.S. Public Health Services (USPHS) and the Vessel Sanitation Program (VSP), our ships have always been maintained using the most rigorous cleaning regimens. Now, with guidance from our Healthy Sail Panel, we've evaluated every element of our cleaning protocols and enhanced those regimens to meet medical-grade standards. All ships are thoroughly cleaned and sanitized prior to every voyage, and consistently and frequently throughout your sailing, with disinfecting cleaning agents and techniques that have been certified by health

authorities as effective against SARS-Cov-2 (coronavirus). All chemicals are EPA-certified, alcohol-based, scentless, and safe for the general population. High-traffic and frequently touched areas like elevators, escalators, stairways, and promenades are cleaned every two hours and gangway rails every 20 to 30 minutes during busy times. Staterooms are cleaned daily and only while guests are out of the room, with particular attention paid to frequently used items and surfaces. All stateroom and housekeeping attendants will be continuously trained on the latest sanitization guidelines. We'll ensure cleaning standards are upheld through frequent stateroom inspections using black light technology to show surface wiping efficacy. Crew will have mandatory, ongoing training classes and refreshers that are documented to ensure all the latest protocols are being followed, in compliance with various international regulations, including the International Convention for the Safety of Life at Sea (SOLAS), Standards of Training, Certification, and Watchkeeping for Seafarers (STCW), and the International Organization for Standardization (ISO).

5. How are my linens and towels washed to ensure they are sanitised?

The temperature of washers and dryers onboard follows the guidance of the U.S. CDC to ensure all laundered goods, including towels, bed linens, and cloth napkins, are fully sanitized.

6. Do crew living on the island undergo the same health screenings as onboard crew members?

Yes, all crew members living and working at our private destination Perfect Day at CocoCay will be fully vaccinated and will undergo the same regular health screening processes as those onboard our ships.

7. How are crew member areas and rooms cleaned? Are crew members expected to abide by similar policies as the guests?

All crew members are responsible for cleaning and maintaining their private rooms while following the same cleaning and sanitization standards put into place for guest staterooms. We have a comprehensive inspection process for crew accommodations and crew public areas that ensure all standards are followed.

8. Are there any experiences or venues that are closed?

Almost all of our onboard venues or experiences will be operating. You may notice protocols in place for your health and safety. Signage will be posted at venues and experiences to guide you.

9. Will you still require the guest safety muster drill? How will this be conducted safely?

Muster drills are an important part of ensuring our guests' safety — and we're excited to introduce an entirely new approach to delivering that information, called Guest Safety Briefing. This patented system streamlines the traditional muster process, making the key elements of the safety drill available right on your mobile device or stateroom TV — including reviewing what to expect, where to go in case of an emergency, and how to properly use a life jacket. After reviewing safety information on your own, you can complete the drill by visiting your assigned assembly station on the ship, where a crew member will verify that all steps have been completed and answer any questions, eliminating the need for a group drill.

10. Will room service still be available?

Yes, room service will still be available for your convenience, and as an added measure to protect the health and safety of our guests and crew, will feature contactless delivery. Additionally, between 6 a.m. and 11 a.m. you can enjoy daily American breakfast delivered to your room free of charge.

11.What services for Suite guests will be available and what will be discontinued?

All of the services our Royal Suite Class guests have come to expect will still be available to them, from priority boarding and upgraded bathroom amenities to Coastal Kitchen access and a Royal Genie for guests in Star tier suites.

12.Will I have to wear a face mask on my cruise?

Travel requirements are fast evolving and vary depending on the port and country of departure. Communication will be sent to all booked guests in the 30 days before setting sail, to share the latest requirements for each departure port. Be sure to download the Royal Caribbean app, and update the contact information within the app profile, so that we know how to reach each guest.

13.Where and when will physical distancing be required onboard? How will this be enforced?

Travel requirements are fast evolving and vary depending on the port and country of departure. Communication will be sent to all booked guests in the 30 days before setting sail, to share the latest requirements for each departure port. Be sure to download the Royal Caribbean app, and update the contact information within the app profile, so that we know how to reach each guest.

MEDICAL CARE ONBOARD

1. Will I be compensated if my cruise has to return early due to confirmed SARS-CoV-2 cases onboard?

In the event that your cruise must return to the port of departure earlier than planned for reasons related to SARS-CoV-2, you will receive a refund or Future Cruise Credit of up to 100%. The amount of the refund or FCC will depend on the circumstances and the number of cruise days missed.

2. If a guest or crew member starts feeling unwell during a voyage, what steps are taken? Can you test for SARS-CoV-2 while on the cruise, and if so, how soon do you have results?

If any of our guests or crew members ever feel unwell during their sailing, they can be immediately evaluated by medical staff, with an in-stateroom visit or by video tele-consultation. Rapid SARS-CoV-2 tests can be conducted right onboard in our medical lab that allows for rapid, accurate onsite RT-PCR testing with results in under an hour, alongside a multitude of other evaluative tests. This is just one capability of our enhanced Medical Center where we've added more doctors and nurses, upgraded equipment, and a dedicated Controlled Care Center where potentially infectious guests or crew can be cared for away from general medical areas.

3. If a guest or crew member tests positive onboard, what is your response plan?

In the event any of our guests or crew tests positive for SARS-CoV-2 onboard, we have a robust, tiered response plan in place that we've developed with guidance from local authorities and leading public health experts. The tiers increase protocols and vigilance onboard while providing transparent updates to guests the whole way. In partnership with local authorities, Royal Caribbean has developed transport protocols to ensure impacted guests get home safely. Thanks to rapid technology-enabled contact tracing, we'll also be able to promptly identify potential exposure to other guests and crew and enable an action plan.

4. If a guest is moved to isolation, what care and amenities will be available to them?

Guests who test positive for SARS-CoV-2 will move to isolation staterooms that are closer to the Medical Center and will enjoy complimentary amenities like Wi-Fi and room service, along with regular visits or tele-consultations with medical staff to monitor their wellness.

5. How can I be assured all guests, crew and ship will be able to return to the embarkation port if there is a positive COVID-19 case onboard?

We know getting home safely and on time is your top priority, it's ours too. With guidance from leading public health experts we've developed transport protocols to ensure we can get you home safely.

6. How is the medical center equipped to handle a possible COVID-19 case? What medical services are offered onboard the ship for the evaluation and treatment of COVID-19?

If a guest starts to feel ill, they should report the need for immediate medical attention by phone, to the nurse on duty. Our medical team will evaluate the guest in the comfort and privacy of their stateroom, by an in-person visit or by video tele-consultation and determine if a SARS-CoV-2 test is needed. Our onboard medical facilities are prepared to offer robust treatment with rapid RT-PCR testing and results onsite; state-of-the-art equipment enhancements like hospital-grade ventilators with CPAP and BiPAP capabilities; a dedicated Controlled Care Center where infectious guests or crew can be cared for away from general medical areas; and more critical care beds on each ship.

7. What is the cost for onboard medical care and testing for COVID-19 related concerns?

Onboard SARS-CoV-2 evaluation and testing that is performed on recommendation of the onboard medical team is free of charge. COVID-19-related medical treatment provided onboard, should treatment be necessary, is also free of charge.

8. How does contact tracing work?

Contact tracing is an important part of our enhanced protocols to keep all our crew and guests safe. Our technology driven contact tracing allows us to rapidly identify, quarantine, test and isolate (or clear) guests to prevent an outbreak. If anyone has been within two meters (six feet) of a COVID-19 positive person for at least 15 minutes in a day, certain actions may be required for the safety of all our guests.

1. How often are you cleaning and sanitizing the spaces at Perfect Day at CocoCay ? what techniques and products are you using? And how will Perfect Day at CocoCay cabanas be cleaned and sanitized in between guests?

The same standards of enhanced cleaning and sanitization protocols that we've implemented onboard are also in place at our private destination, Perfect Day at CocoCay. Public areas are cleaned frequently and consistently using alcohol-based, scentless, EPA-certified chemicals that are safe for use around the general public. All chemicals used for disinfection are on the EPA's list for use against SARS-CoV-2. Our protocols account for all public spaces, with high-traffic and frequently touched areas cleaned every two hours and handrails every 20 to 30 minutes during busy times. Cabanas are also cleaned and disinfected after each party with EPA-certified chemicals as well as electrostatic foggers to help ensure surface coverage. We'll ensure cleaning standards are upheld through frequent inspections. Crew will have mandatory, ongoing training that is documented to ensure that all the latest protocols are being followed.

2. Do crew living on the island undergo the same health screenings as onboard crew members?

Yes, all crew members living and working at our private destination Perfect Day at CocoCay will be fully vaccinated and will undergo the same regular health screening processes as those onboard our ships.

DESTINATIONS

Do I need to book a Royal Caribbean excursion, or can I get off by myself?

We will be guided by the local Ministry of Health on the requirements for shore excursions and ports of call, we will provide an update in the coming weeks.

Please note: RCL assumes no liability for injury or losses sustained on excursions not booked with us.

What types of tours will be offered to guests? Will any indoor attractions be featured on your shore excursions, such as museums, galleries, historic sites, etc.?

Tours offered by Royal Caribbean will include popular activities such as shopping, sightseeing, beach days, and other destination experiences that follow our health and safety guidance. Rest assured that any Royal Caribbean excursions will meet our high level of health and safety protocols and we will be guided by the local Ministry of Health for each destination.

Please note: RCL assumes no liability for injury or loss sustained on an excursion not booked as part of your cruise package.

What safety measures will be taken to keep tours safe, and how do you ensure the tour excursion operators at the destinations comply with all health and safety protocols?

We are working with tour operators in each port of call to ensure we can offer our guests a variety of tour choices that cover different interests, experience types, and price points. All tours offered by Royal Caribbean will follow applicable laws and our established health and safety guidance. Any transportation between the ship and excursion sites will be properly sanitized with hospital-grade disinfectants and have spaced seating. To ensure that all tour operators comply with our guidance, we have established a team that works with each destination to review the processes of all suppliers and tour operators and ensure continued adherence.

Please note: RCL assumes no liability for injury or loss sustained on an excursion not booked as part of your cruise package.