



RETURN TO SERVICE FAQs

Updated June 21, 2021

Vaccine Requirement

1. 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?

Vaccination requirements vary by port of departure and by age group. Below are the current published requirements for select ports. We are continually adding, monitoring and adjusting information on vaccination requirements as public health conditions evolve. Booked guests will be advised of the latest requirements for their port of departure before sailing.

VACCINE-REQUIRED CRUISES

For Cruises Departing from Seattle, Washington and Nassau, Bahamas

For sailings departing before August 1, all Royal Caribbean guests age 16 and older must present proof of COVID-19 vaccination, with the final dose of their vaccine administered at least 14 days before sailing. For sailings departing on or after August 1, the age requirement for vaccination will change from 16 to 12 years of age. We will continually evaluate these requirements and make updates as local public health standards evolve.

Guests under the age of this requirement don't need to be vaccinated and will receive a SARS-Cov-2 test before boarding. If a guest younger than the age requirement happens to be fully vaccinated, they should bring their original vaccination record card to board and should follow all vaccinated guest protocols while boarding and throughout their vacation.

For Cruises Departing from Galveston, Texas in August 2021

Guests age 12 and older must present proof of COVID-19 vaccination, with the final dose of their vaccine administered at least 14 days before sailing. We will continually evaluate these requirements and make updates as local public health standards evolve.



Guests under the age of this requirement don't need to be vaccinated and will receive a SARS-Cov-2 test before boarding. If a guest younger than the age requirement happens to be fully vaccinated, they should bring their original vaccination record card to board and should follow all vaccinated guest protocols while boarding and throughout their vacation.

Acceptable Proof of Vaccination For Ports Where Vaccines Are Required

All guests must present proof of vaccination as well as all required travel documents upon arrival at the ship. Acceptable proof of vaccination must be in the form of the original vaccination record document issued by the country's health authority or healthcare provider that administered the vaccination (e.g., U.S. CDC's Vaccination Record Card). The vaccination record submitted 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 arriving in The Bahamas or at their cruise departure terminal in Seattle or Galveston.

For Cruises Departing From Other International Ports

Vaccination and travel documentation requirements vary by homeport and country of departure. Customers should consult the Royal Caribbean site for the country the ship departs from, or talk to their travel advisor. Booked guests will be advised of specific requirements via email before setting sail.

Crew Vaccination Requirement

We require all Royal Caribbean crew members on all ships and at Perfect Day at CocoCay to be fully vaccinated.

VACCINE-RECOMMENDED CRUISES

For Cruises Departing Florida on *Freedom of the Seas* in [July 2021](#)

For *Freedom of the Seas*® sailings departing in July 2021 from Miami, Florida, we strongly recommend that all guests 16 years of age and older be fully vaccinated before sailing. We will ask, but not require, that fully vaccinated guests provide documentation of vaccination before boarding (for example, a U.S. CDC vaccination card). A guest who cannot provide documentation of vaccination will be considered unvaccinated and must undergo SARS-CoV-2 testing and adhere to all additional health protocols.

Since the majority of our guests will be vaccinated on *Freedom of the Seas*, there will be venues and events restricted to vaccinated guests only. We'll do our best to create opportunities for all guests to enjoy their time with us. Please note, your SeaPass card will be required to access lounges, shows and dining venues, so keep it handy at all times during your cruise.

2. If vaccination is medically contraindicated because of a disability or pre-existing medical condition; if I am not vaccinated for religious reasons; or if I have recently recovered from COVID-19 and am not now eligible to be vaccinated, who should I contact?

Please contact our Access Department at (866) 592-7225 or send an email to special_needs@rccl.com so that our team can guide you on what documents will need to be submitted for consideration. You should contact them as soon as possible and ideally no later than 30 days before your cruise departs. You can also have your local travel agent or International Representative contact us. Should you require it, our fax number is (954) 628-9622.

Please note that vaccine accommodated guests must adhere to all health protocols and travel requirements for unvaccinated guests as required by the cruise line and at the local, state and national level.



3. I participated in early COVID-19 vaccine trials and it has been more than a year since I was vaccinated. How long do you consider my vaccine good for? Do I need to get re-vaccinated to sail?

Your original vaccine is still considered valid. At this time, there is no information from drug makers that participants in vaccine trials need to be re-vaccinated within any sort of timeframe. Those who participated in trials and fully completed the true vaccine cycle (not the placebo) should have received an original vaccination record document issued by your country's health authority (e.g., U.S. CDC's Vaccination Record Card), which should be presented at all necessary points in the pre-travel and arrival process.

4. What vaccines are accepted?

Vaccines that are fully approved or authorized for emergency use by a national regulatory authority (such as the U.S. FDA), or global health organization (such as the World Health Organization) are accepted. Please be aware that certain countries we sail from or visit during a voyage may require a specific vaccine, and only those travelers vaccinated with the requisite vaccine will be considered fully vaccinated. Be sure to review your departure country's requirements or consult our guest materials prior to sailing for these requirements.

Testing Requirement

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

Testing requirements vary by port of departure and your age group. Below are the published requirements for select ports. We are continually adding, monitoring and adjusting information on testing requirements as public health standards and government regulations evolve. Booked guests will be advised of the latest requirements for their port of departure before sailing.

For Cruises Departing from Miami, Florida in July 2021

Guest testing requirements for cruises departing from Miami onboard *Freedom of the Seas*® vary depending on your age and vaccine status.

FOR VACCINATED GUESTS

Vaccinated guests do not have any testing requirements.

GUESTS UNDER THE AGE OF 2

Guests under the age of 2 have no testing requirements.

FOR UNVACCINATED GUESTS AGE 16 AND OLDER

Unvaccinated guests in this age group will need to take 3 tests on sailings lasting 6 nights or less.

- No more than 3 days before sailing, unvaccinated guests must undergo a SARS-CoV-2 RT-PCR test that they arrange on their own with an outside accredited provider, and provide documentation of a negative test result prior to embarkation. All costs of this test are the guests' responsibility.
- On boarding day, guests will take a rapid RT-PCR test during check-in at the terminal. We'll send registration details via email before departure.
- A final SARS-CoV-2 test will take place onboard before the end of the cruise. We'll provide additional details onboard.

A \$136 USD charge per guest will be automatically added to your onboard folio for the cost of the boarding day test and debark test. Unvaccinated guests must agree to the terms and conditions required by our licensed and accredited third party testing provider. The folio testing charge is remitted to the test provider and Royal Caribbean does not retain any part of it.

FOR UNVACCINATED GUESTS 2-15 YEARS OLD

Unvaccinated guests in this age group will need to take 2 tests.

- On boarding day, guests will take a rapid RT-PCR test during check-in at the terminal. We'll send registration details via email before departure.
- A second SARS-CoV-2 test will take place onboard before the end of the cruise. We'll provide additional details onboard.

These tests will be complimentary for guests ages 2-15.



MAMI DEPARTURES TESTING REQUIREMENTS SUMMARY

	PRE-TRAVEL TEST NEEDED?	BOARDING DAY TEST NEEDED?	ONBOARD TEST BEFORE END OF CRUISE
VACCINATED GUESTS	NO	NO	NO
UNVACCINATED GUESTS	YES RT-PCR test taken no more than 3 days before sailing (16 years and older)	YES Guests age 2 and older	YES Guests age 2 and older
GUESTS UNDER AGE 2	NO	NO	NO

For Cruises from Nassau, Bahamas in July 2021

Guest testing requirements for cruises departing The Bahamas vary depending on your age and vaccine status.

FOR VACCINATED GUESTS

All guests age 2 and older, including those who have been vaccinated, will need to take a SARS-CoV-2 RT-PCR test no more than 5 days before arriving in The Bahamas. Vaccinated guests will need to show a printed copy of their negative result upon arriving at the British Colonial Hilton Nassau, where check-in for the cruise will take place. Registration details will be sent prior to sailing. Costs associated with this test are the guests' responsibility.

UNVACCINATED GUESTS

Unvaccinated guests will need to meet additional requirements to enter the country and board the ship:

- All guests age 2 and older will need to take a SARS-CoV-2 RT-PCR test no more than 5 days before arriving in The Bahamas and present a printed copy of their negative result at the check-in hotel. Guests age 12 and older will also need to submit their negative test result as part of the Bahamas Health Visa online application process, and again in person upon arriving at Lynden Pindling International Airport (NAS). Costs associated with this test are the guests' responsibility.
- All unvaccinated guests age 2 and older will receive a complimentary SARS-CoV-2 test prior to boarding the ship, and again on Day 5 or 6 to satisfy the requirements of The Bahamas. The result of this second test can also be used to satisfy re-entry requirements for countries that require testing of international air travelers, such as the U.S. and Canada. Parents and guardians, please watch your email for registration instructions for this test.
- Unvaccinated guests age 12 and up, or their guardian, will also need to complete the Bahamas Daily Health Survey required by the Bahamian government each day while in The Bahamas, including days onboard. You can access the survey through the Royal App, even if you have not purchased Wi-Fi onboard.



GUESTS UNDER THE AGE OF 2:

- Guests under the age of 2 have no testing requirements.

BAHAMAS DEPARTURES TESTING REQUIREMENTS SUMMARY

	PRE-TRAVEL TEST NEEDED?	BOARDING DAY TEST NEEDED?	DAY 6 ONBOARD TEST
VACCINATED GUESTS	YES RT-PCR test taken within 5 days prior to arriving in The Bahamas at guest's own expense	NO	YES Complimentary SARS-CoV-2 test (nasal swab) onboard to re-enter U.S. or Canada
UNVACCINATED GUESTS	YES RT-PCR test taken within 5 days prior to arriving in The Bahamas at guest's own expense	YES Complimentary SARS-CoV-2 test (nasal swab) at check-in hotel	YES Complimentary SARS-CoV-2 test (nasal swab) onboard. Result can be used to re-enter U.S. or Canada.
GUESTS UNDER AGE 2	NO	NO	NO

2. If I need to take an RT-PCR test before my cruise where should I go? Are there any considerations I need to take when finding the right test provider? How soon do I need results back and where do I submit the results?

Many health providers and chain drug stores, including Walgreens and CVS, now offer RT-PCR testing for work, travel and other reasons. Some things to keep in mind when scheduling your test:

- Confirm with your test provider that you are taking an "RT-PCR test" and not an antigen test.
- Make sure that you are familiar with the testing timeframe required for your specific port of departure.
- Make sure that your selected provider is able to provide your results in time for your travel. Note: if sailing from Nassau, you need to submit your test as part of the Bahamas Health Visa application process at least 48 hours before you plan to arrive in Nassau.
- Print out your test results if possible to facilitate easy access, as you may need to present them at various points.

Travel Requirements & Documents

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

Travel document requirements vary based on your country of citizenship and your port of departure. Be sure to check on your own country's departure and re-entry requirements before traveling. Booked guests will be advised of the latest requirements for their port of departure before sailing.

For Cruises Departing from Florida in July 2021

Guests sailing from Miami, Florida on *Freedom of the Seas*® in July 2021 will need to have the following documents with them when they arrive to board the ship.



- **PASSPORT BOOKS** (not cards) valid at least 6 months after your sailing's return date are strongly recommended. **BIRTH CERTIFICATES** or **DRIVER'S LICENSES** are also accepted. A government-issued **BIRTH CERTIFICATE** is also accepted, though guests age 16 or older will also need to provide a valid **DRIVER'S LICENSE** or picture ID card issued by the government.
- **COVID-19 VACCINATION RECORD CARD OR NEGATIVE RT-PCR TEST RESULT** — We will ask, but not require, that fully vaccinated guests 16 and older provide proof of vaccination before boarding (for example, a U.S. CDC vaccination card). Unvaccinated guests 16 and older must provide a negative RT-PCR test result to meet the requirements for boarding the ship.
- **HEALTH QUESTIONNAIRE** — All guests must complete the health questionnaire on the Royal Caribbean App. It will become available in the app the day before you board.

For Cruises Departing from Nassau, Bahamas

Guests sailing from Nassau will need to have the following documents when they arrive to board the ship.

- **BAHAMAS HEALTH VISA:** Guests 18 years of age and older must have a completed Bahamas Health Visa issued by the government of The Bahamas. Guests under 18 must be added to the visa profile of their parent or guardian. We recommend printing out the approved visa so the QR code is ready to have on hand.
- **RT-PCR TEST RESULT:** All guests age 2 and older — including those who have been vaccinated — will need to present a printed copy of their negative RT-PCR result, for a test taken no more than 5 days before, upon arriving at the British Colonial Hilton Nassau. Unvaccinated guests age 12 and older will also need to submit this as part of the Bahamas Health Visa application process. We recommend printing your test result to bring with you on boarding day.
- **VACCINE CARD:** For cruises departing before August 1, 2021, Royal Caribbean requires guests age 16 and older to be fully vaccinated and present their original form of hard copy proof issued by their government's health authority (for example, the U.S. CDC Vaccination Record Card). Beginning August 1, 2021, this age requirement changes to 12 and older.
- **PASSPORT:** Guests of every age must have a passport book (not card) valid for at least 6 months after the date you'll be returning to your country.
- **HEALTH QUESTIONNAIRE:** Complete the health questionnaire on your Royal Caribbean App. It will become available in the app the day before you board.

Mask Policies

1. Will I have to wear a face mask onboard my cruise, and if so, exactly when and where? What counts as a face mask?

Vaccination requirements vary by port of departure and age group. We are continually evaluating mask policy as public health standards and government regulations evolve. Booked guests will be advised of the latest requirements for their port of departure before sailing.

For Cruises from Florida in July 2021

In the coming days, we are expecting updated guidance from the U.S. CDC on mask policies for vaccinated guests sailing from Florida and will update you at that time.

For vaccinated guests

Vaccinated guests are required to wear masks indoors unless seated and actively eating or drinking. Masks are not required in areas designated for vaccinated guests only, or while in your stateroom when you are with your traveling party. When visiting public ports of call, please follow local regulations.

For unvaccinated guests

Unvaccinated guests are required to wear masks indoors unless seated and actively eating or drinking. Masks are not required while in your stateroom when you are with your traveling party. Likewise, masks are not required outdoors unless in a crowded setting.



Guests under the age of 2

Guests under the age of 2 do not need to wear a mask.

For Cruises from Nassau, Bahamas

Guests sailing from Nassau will need to follow the following mask policies throughout their cruise.

For vaccinated guests

Vaccinated guests do not need to wear a face covering while onboard the ship or at Perfect Day at CocoCay. While visiting public ports of call, vaccinated guests must follow all local mask requirements.

For unvaccinated guests

- **Outdoors:** Masks are not required in open-air areas onboard the ship or at Perfect Day at CocoCay, unless you are in a crowded setting. Masks are not permitted in the pool or for any activity where they could become wet.
- **Indoors:** Masks must be worn in all indoor public spaces onboard the ship unless seated and actively eating or drinking. Masks are not required in your stateroom as long as you are with your own travel party.
- **Guests under the age of 2** do not need to wear a mask at any time.

Mask Standards

Your mask should be at least two layers of tight weave fabric with loops that fit over your ears in accordance with health guidelines. The mask should fit your face closely and cover your nose and mouth but allow you to breathe easily. Note that neck gaiters, open chin bandanas and scarves, and face masks with valves do not meet health authority guidelines and will not be permitted.

2. Do I need to wear a face mask while checking in for my cruise?

Different ports of departures have different mask requirements. You should adhere to all local mask requirements as you travel to your cruise check-in, and throughout the boarding process, except in select instances when facial recognition technology is being used to identify you.

3. Will I have to wear a mask at Perfect Day at CocoCay?

Masks are not required at Perfect Day at CocoCay, unless you are in a crowded setting.

4. Do I have to wear a face mask at ports of call?

When going into port, you should take care to observe all local mask ordinances that are in place. While on our shore excursions, requirements will vary, but we generally expect that you will be able to remove your mask in outdoor settings where you're able to maintain at least 6 feet (2 meters) of distance between your travel party and others. For tours that include indoor locations, we expect a mask will need to be worn by those guests age 2 and older. We are continually evaluating the mask policy and will make updates as public health standards evolve.

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

Please contact our Access Department at (866) 592-7225 or send an email to special_needs@rccl.com so that our team can



guide you on what documents will need to be submitted for consideration. You should contact them as soon as possible and ideally no later than 30 days before your cruise departs. You can also have your local travel agent or International Representative contact us. Should you require it, our fax number is (954) 628-9622. Mask-accommodated guests will still need to meet local face-covering ordinances at embarkation ports, ports of call, and other destinations outside of Royal Caribbean's jurisdiction.

Boarding Day At the Terminal

1. 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. However, you should be aware that you and your travel party may also be subject to any quarantine regulations or other travel restrictions that are in place locally for COVID-19 positive travelers.

2. 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.

3. 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.

4. Are there any new luggage recommendations or restrictions?

No, there are no changes to the luggage process currently.

5. What can I expect if I'm directed to complete secondary screening at the check-in? What happens if I do not pass the secondary screening?

A secondary screening may be required in certain circumstances. The guest will be directed to a location where the secondary screening will be conducted in a way that ensures guest privacy. During secondary screenings, trained third-party health care professionals will conduct additional evaluation either in person or virtually via telemedicine technology. Secondary screenings may consist of, but are not limited to, temperature screening(s), an in-depth medical history interview, and vital signs measurements. After conducting the secondary screening, and based on the recommendation of these health care professionals, guests and their travel party may be denied boarding.

6. If I take a flight or public transportation to get to the terminal, will I be required to undergo any additional health screening?

No, wellness screenings and requirements do not vary based on the mode of transportation used to arrive at the terminal.



7. As a Suite guest, will I still have a separate check-in area and lounge area available to me at the terminal?

This will vary by terminal and depends on the space available. Some floor space in our terminals will need to be used to support certain features of a healthy boarding experience, such as our boarding day test setup. Where possible, we will work to accommodate separate Suite guest boarding amenities, however it may not be possible at some terminals. We thank you for your understanding and look forward to giving our Suite guests the full Royal treatment once onboard.

Ship Protocols

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 microns 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 the National Strategic Research Institute 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? And what are your health and sanitization standards at Perfect Day at CocoCay?

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).

At our private destination, Perfect Day at CocoCay, we implement the same standards of enhanced cleaning and sanitization protocols that we've implemented onboard are also in place. 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.

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

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

6. 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.

7. 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.

Since the majority of our guests will be vaccinated on *Freedom of the Seas*, there will be venues and events restricted to vaccinated guests only. We'll do our best to create opportunities for all guests to enjoy their time with us. Please note, your SeaPass card will be required to access lounges, shows and dining venues, so keep it handy at all times during your cruise.

8. 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.

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

Nearly 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.



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

Physical distancing should be practiced throughout your vacation when in crowded areas. Signage, ground markings and crew safety ambassadors will be posted throughout the ship and terminal to kindly remind guests of distancing and other protocols. Seating in public spaces such as dining venues, theaters and pool decks will be spread out, and elevators will be limited to no more than four guests or one travel party at a time.

11. How full will the ship be? Will there be fewer guests onboard than usual to promote physical distancing?

Yes, as we return to sailing, you will find there are fewer guests onboard, giving your travel party and others more space to enjoy during your vacation. Everyone will get a chance to enjoy different activities in smaller groups with plenty of spacing. Note that the number of guests onboard may be adjusted in the future as situations evolve.

12. Are reservations required for dining, and will there be limits on party sizes at your restaurants?

Reservations are strongly recommended and easy to make using the Royal Caribbean App once you are onboard. Making a prior reservation ensures you're able to secure a dining time of your choosing, avoids forming lines outside venues and allows for physical distancing. For the safety of all our guests onboard, at this time, a maximum of 8 guests are allowed per table, and guests may only dine with other members of their travel party unless they have a linked reservation. If you'd like to dine with other parties during your cruise, you can easily link your bookings by calling us at 866-562-7625. We are continually evaluating these protocols and will make updates as public health standards evolve.

Perfect Day at CocoCay Protocols

1. Where and when will physical distancing be required onshore at Perfect Day at CocoCay? How will this be enforced?

For the comfort and safety of our guests, all furniture is spaced out at the pool, dining venues, and other areas on the island. For your convenience, distancing markers, decals, signage, and rope stanchions will be posted throughout venues to provide clear guidance where needed.

2. Do I need to buy a shore excursion or other coordinated activity to go ashore at Perfect Day at CocoCay?

No, you don't need to purchase a tour or activity to visit Perfect Day at CocoCay.

3. How do new policies affect activities, games, entertainment, and other programming onshore at Perfect Day at CocoCay? Are any areas of the island closed?

Almost all of your favorite activities are available at Perfect Day at CocoCay, although we have made some adjustments for the health and safety of our guests and crew, such as hosting smaller, more frequent groups for certain games, activities, entertainment, or other programming. South Beach will be closed for the time being when we resume cruising, but other favorite areas such as Thrill Waterpark and Coco Beach Club will be open and ready to welcome you.

4. What protocols are in place for a safe dining experience at Perfect Day at CocoCay? What are the protocols at bars, buffets, and restaurants?

Bars and dining venues will be open throughout Perfect Day at CocoCay — although some changes have been made for your safety. All restaurant and bar seating will be arranged to allow for physical distancing, and tables and chairs will be disinfected even more frequently. All island crew members working at dining and drinking venues will wear face masks and gloves at all times. Buffets will now be served to you by island crew members rather than self-service.



Ports of Call Protocols

1. How do you decide if it is safe for the ship to visit a destination?

We will regularly monitor ports of call on our itineraries, with the intent to minimize the risk to our guests, our crew, and the communities we visit. We will make a determination based on several prerequisites, including the prevalence of COVID-19, access to vaccination and availability of testing at those destinations.

2. What requirements are there for guests who wish to go ashore in ports of call? Will I be required to buy a shore excursion? Can I take an independent tour?

For Cruises Departing from Seattle, Washington; Nassau, Bahamas and Galveston, Texas

You do not need to book a tour in order to go ashore in public ports — all guests may visit each port freely. However, we encourage all guests to participate in a tour offered by Royal Caribbean. We have worked with local independent shore excursion operators to ensure they follow all health and safety guidance, health screening, and sanitization protocols in line with our Healthy Sail Panel recommendations and any requirements of their local authorities. Tours are available at a variety of price points to suit any interest, and often include convenient, spaced, sanitized transportation to your tour destination. If you choose to go ashore on your own or with an independent tour operator, you should be aware of all local health and safety ordinances, such as masks and distancing requirements, and be sure to follow them at all times. Additionally, it is our strong recommendation that all guests regardless of vaccination status, wear a mask while inside any indoor public venue.

For Cruises Departing from Florida in July 2021

We are still working on requirements when going ashore in public ports of call, and will advise booked guests of those requirements soon. When going into port, you must observe all local mask and physical distancing regulations that are in place. On shore excursions, your guide will let you know when a mask is needed.

Medical Care & Case Management

1. 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.

2. 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 the ship can return to port and debark all our guests.

3. In the event that the ship needs to conduct contact tracing, how will the process work?



Each ship has the ability to rapidly and effectively initiate contact tracing as needed. The ships use a combination of technologies, including Tracelet™. On ships equipped with Tracelet, we ask that all guests aged 2 and older wear a Tracelet during the cruise. This comfortable, waterproof wearable helps us with contact tracing by analyzing whether you've come into close contact with people who have been identified as a health risk. You will be issued a Tracelet™ at the terminal prior to boarding, and it will be collected as you leave the ship at the end of your sailing. Any guest who chooses not to wear the Tracelet will be unable to sail. All Tracelet data can only be accessed by our staff and will only be used to protect the health of everyone onboard in the unlikely event of a health concern. Tracelet data is deleted from our systems on a 30-day rolling window after your cruise ends.

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 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.

6. 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.

7. Will I need to quarantine or isolate when I return to the U.S. from my cruise?

Rules and recommendations on post-travel quarantine vary among U.S. states, localities, schools and workplaces. Before traveling, guests should familiarize themselves with any requirements that may exist so that they may plan accordingly.

Crew Health & Wellness

1. How are crew member areas and rooms cleaned? Are crew members expected to abide by similar policies as the guests? Will they be vaccinated and wearing personal protective equipment like masks? Do crew living on Perfect Day at CocoCay undergo the same health screenings as crew members onboard?

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.

The health and safety of our guests and crew is our top priority. All crew members are fully vaccinated and provided with the tools and the training to follow all new protocols — including how to properly put on personal protective equipment like face masks, which they will wear at all times, and gloves in roles where they may be necessary.



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.

Booking Flexibility & Cost Protections

1. If I test positive for SARS-COV-2 right before my cruise, at the terminal, or on the cruise, what is your refund policy and what associated costs are covered?

Guests who book a Royal Caribbean International cruise with a sail date on or before October 31, 2021, will have the following reassurances included at no extra charge.

- 100% refund of your cruise fare, and your Traveling Party's fares, if any of you test positive for COVID-19 within 14 days prior to the cruise or at the boarding terminal.
- Pro-rated cruise fare refund if your cruise is cut short for reasons related to COVID-19.
- If you test positive for COVID-19 during the cruise, Royal Caribbean will cover the costs of COVID-19 related medical treatment onboard, any required land-based quarantine, and travel home for you and your Traveling Party.

*Last modified April 30, 2021. Subject to change. "Traveling Party" means your family members living with you in the same household and traveling companions assigned to your stateroom on the cruise. Conditioned upon compliance with the RCG COVID-19 Policies and Procedures in effect at the time of the cruise. Additional terms and conditions apply. See our COVID-19 Refund and Cancellations Policy and your Cruise Ticket Contract for details.

2. 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 July 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.

Guest Qualifiers & Conduct Policies

1. 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 [\[URL/LINK\]](#). 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 for ports where vaccines are required;
- 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

2. 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 July 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 test for SARS-CoV-2 at your arrival airport, or during the check-in process before boarding. A positive



test result, or documented symptoms of communicable disease during the boarding process, will result in denial of boarding. However, you should be aware that you and your travel party may also be subject to any quarantine regulations or other travel restrictions that are in place locally for COVID-19 positive travelers.

3. 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 [here](/content/dam/royal/resources/pdf/guest-conduct-policy.pdf).

To see the complete updated Refusal to Transport policy, click [here](/content/dam/royal/resources/pdf/refusal-to-transport.pdf).

4. 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.

5. 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.

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

In addition to our booking terms or cruise ticket contract — which all guests must accept — guests will 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.

7. 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.



8. 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.

9. How do you enforce new health protocols? What are the consequences of not following new health & safety conduct rules?

Our safety ambassadors onboard will enforce Guest Health, Safety, and Conduct Policy as well as our Refusal to Transport Policy. Shoreside, our safety ambassador teams will work with local authorities to enforce both our Guest Health, Safety, and Conduct Policy and any applicable laws. Failure to follow any of our policies or any applicable laws may result in enforcement action, up to and including denial of boarding or removal from our vessels.

Nassau Cruises: More to Know

1. What is the Bahamas Health Visa? How do I apply for it, what are the costs, and who pays for it?

- Guests age 18 and older must successfully complete the visa application process, and obtain the government's approval, before boarding their flight to The Bahamas.
- Guests under the age of 18 must be added to the visa profile of their parent or guardian.
- It is important that each adult guest submitting a Bahamas Health Visa application use their own unique email address in their application. Do not share email addresses between individual applicants.
- All guests must take an RT-PCR test, at their own expense, no more than 5 days prior to arriving in The Bahamas. The Bahamas requires that unvaccinated guests age 12 and older submit their negative test result as part of the visa application process.
- Note that the government of The Bahamas asks that you submit your completed visa application, with all documentation, no later than 48 hours before you arrive in The Bahamas.
- Visit <https://travel.gov.bs/> to begin your visa application.
- The cost of the visa varies depending on how long you plan to stay in The Bahamas. When selecting your length of stay, be sure to calculate the number of days from the first day you fly into The Bahamas, through the last day you fly out at the conclusion of your vacation.

2. Can I arrive in the Bahamas days earlier than my cruise departure date from Nassau? Can I stay in The Bahamas for a few days after my cruise? How does this affect my travel documentation and testing requirements?

Due to testing requirements, we strongly recommend all guests plan their travel so they arrive in The Bahamas close to the time they will board the ship. If you do plan to extend your stay, we recommend doing so after your cruise.

Some things to keep in mind:

- All travelers must obtain, and meet all requirements of, The Bahamas Health Visa for their visit. The visa can permit a total stay of up to 30 days. Make sure you calculate the total length of your Bahamas trip when you apply.
- The Bahamian government requires unvaccinated visitors to take a new SARS-CoV-2 test 5 days after arriving in The Bahamas. Depending on the length of their stay, unvaccinated guests who stay "on land" in The Bahamas following their cruise may be required to arrange and take an additional test in The Bahamas at their own expense to meet the Day 5 testing requirement.
- If you are extending your stay in The Bahamas after your cruise, both vaccinated and unvaccinated guests will need to obtain their own test to re-enter the U.S. or Canada since the test offered onboard the ship would no longer be in the valid window (3 days before your arrival back into your country).



3. Where is the port terminal for boarding in Nassau, Bahamas? How do I get there from the airport? What luggage handling is available?

We've designed a healthy boarding day experience at a hotel very close to where the ship docks, where we'll get you all checked in and ready to cruise.

Making your way from the Nassau airport to the check-in hotel:

- As you arrive at Lynden Pindling International Airport (NAS) and exit the customs process, you will find complimentary luggage collection available for our guests. Your luggage will be delivered directly to your stateroom on the ship, so be sure to keep with you anything you need until then.
- Also at the airport, starting at 11:30 a.m., we have arranged seamless, spaced, sanitized transfers to the check-in hotel that can be pre-purchased through Cruise Planner.
- If you prefer, you can also take a private taxi from the airport to the check-in hotel. This is a common and safe way to travel in Nassau. Drivers are stringently following all health protocols. The fastest, easiest way to pay is with cash (USD is accepted). The cost for the drive to the check-in hotel is about \$32 for two passengers, and it's customary to tip taxi drivers 15% of the fare.
- The transfer to the check-in hotel is about 30 minutes. You should only proceed directly to the hotel if you are arriving within your 30-minute arrival timeslot you selected on the Royal App.
- Wear your face mask at all times during the customs and transfer process.

Check-in hotel information:

British Colonial Hilton Nassau
One Bay Street, Nassau, Bahamas
+1 242-302-9000

4. What time should I arrive at the check-in hotel in Nassau, and what if I'm early or late? How do I schedule my assigned arrival time?

When you complete your online check-in on the Royal Caribbean App, you will be asked to select an arrival time that works for you and your travel plans. It is crucial that you arrive at the check-in hotel and start the boarding process during the 30-minute arrival timeslot that you selected. We have designed a safe, physically distanced testing and boarding experience for all guests, and adhering to your arrival time is a key part of that.

If you arrive early, we ask that you enjoy the surrounding areas to pass time until your check-in window. The hotel is centrally located near the waterfront with plenty of restaurants, bars, shops and even the beach nearby. As you enter these places, they will likely ask to scan your Bahamas Health Visa QR code and/or take your temperature. You should wear a mask at all times unless you are seated and actively eating or drinking, or seated on the beach.

We will do our best to accommodate guests that arrive late, but you may be re-prioritized within the boarding experience in order to preserve distancing.

Check-in hotel information:

British Colonial Hilton Nassau
One Bay Street, Nassau, Bahamas
+1 242-302-9000

5. What boarding and check-in process can I expect in Nassau, Bahamas? How long will it take to board the ship considering the new processes and protocols? How do I get from the check-in hotel to the ship?



Your boarding day will begin at the check-in hotel. When your selected 30-minute arrival timeslot becomes available, you are invited to arrive at the hotel and begin the process. Have your documents ready for validation. Vaccinated guests will be ready to board once documents, including a printed copy of their negative SARS-CoV-2 RT-PCR test, have been validated.-

If you have an unvaccinated youth guest with you or have received vaccine accommodation from Royal Caribbean, your party will be guided step-by-step on the SAR-CoV-2 testing process. After you've completed the test, there will be a short wait period for results to be delivered by email, which you can access on free Wi-Fi. If you do not have your own device, we can help you access your test result. With a negative result, you're ready to board the ship.

Check-in hotel information:

British Colonial Hilton Nassau
One Bay Street, Nassau, Bahamas
+1 242-302-9000

6. If I am staying in The Bahamas for a few days before my cruise departs from Nassau, how should I plan to board the ship? What do I do with my luggage?

When your selected 30-minute arrival timeslot becomes available, you may arrive at the hotel and begin the process. A luggage collection service will be available on a limited basis for those arrivals not coming straight from the airport. Your luggage will be delivered to your stateroom, so keep anything you need with you. From there, you will be guided step by step through the boarding process.

Check-in hotel information:

British Colonial Hilton Nassau
One Bay Street, Nassau, Bahamas
+1 242-302-9000

7. What is the debarkation process for my cruise that ends in Nassau, Bahamas? What is the transfer process to the airport?

- When arranging your flight home, it's important to note that travelers are advised to arrive at the Lynden Pindling International Airport (NAS) three hours before their flight boarding time. Note that advanced airline check-in, via an app or other method, is not available in Nassau. Check-in for all airlines happens at the airport. U.S. guests will also go through a process to pre-clear U.S. Customs so that when you arrive in the U.S., you will not have to go through the customs process there.
- Before debarkation day, guests will be advised on steps for an organized, staggered departure from the ship.
- We have arranged seamless, spaced, sanitized transfers that can get you conveniently from the ship to airport. These can be pre-purchased before your cruise on Cruise Planner or once you are onboard the ship. If you prefer, you can also take a private taxi from the airport to the check-in hotel. This is a common and safe way to travel in Nassau. Drivers are stringently following all health protocols. The fastest, easiest way to pay is with cash (USD is accepted). The cost for the drive from the ship to the airport is about \$32 for two passengers, and it's customary to tip taxi drivers 15% of the fare.

8. Currently, the U.S. and Canada require proof of a negative COVID-19 test result for those re-entering the country by international air. For my cruise departing from The Bahamas, is a re-entry test required upon our return to Nassau? Will Royal Caribbean administer the required re-entry test? Who pays for it?

The Bahamas requires unvaccinated guests to take a SARS-CoV-2 test 5 days after arriving in the country. In agreement with the Bahamian government, Royal Caribbean will schedule a complimentary test for all guests age 2 and older to be taken on Day 6 of the cruise, and guests will be provided a copy of their test result. This test satisfies The Bahamas Day 5 requirement. This result also satisfies current U.S. and Canada requirements that all international travelers returning by air — vaccinated and unvaccinated — get tested no more than 3 days before re-entering. Therefore, cruise guests should plan to fly home within a day of departing the ship, for the test result to remain within the valid window. Otherwise, guests re-entering the U.S. and Canada at a later date will need to secure their own test, at their expense, closer to their re-entry date.

