1. WHAT SHOULD I PACK?

Pack accordingly to weather conditions and your planned activities. If you require any clothing items that are not currently available in the ship’s shops, please make sure to bring them with you or purchase them before your departure on land. We strongly recommend that you check the latest weather conditions and warnings before setting off on your cruise.

2. ARE WE PROVIDING CIA FOR MY CRUISE?

The ship’s staff provide ongoing training to ensure they meet our guests’ expectations. Royal Caribbean International® acknowledges the need for staff to progress and develop their skills and contributes towards their professional development by providing training opportunities.

3. WHAT IS MASTERS/CAPTAIN’S CRUISE CHECK-IN?

If you have booked a cruise, you will receive an email from Royal Caribbean International®. It will provide you with all the necessary information to navigate the cruise check-in process, including any pre-booking requirements and procedures. You may also contact our Special Services team by phone and they will be more than happy to assist you.

4. WHAT IS THE DRAFTEL?

The DRAFTEL is a list of individuals who have been denied entry to the port due to legal requirements or the safe and efficient operation of the port. If you have been denied entry to the port, you may not be allowed to board the ship. Contact our Special Services team or the port authority for further information.

5. WHAT IS THE TOTAL DRAFT OF THE SHIP?

The total draft of the ship is the depth of water beneath the keel of the ship. This is important for navigating through shallow waterways, passing under bridges, and passing through locks. It is also important for determining the maximum load capacity of the ship and its ability to safely transport passengers and cargo.

6. WHAT IS THE MAXIMUM ALLOWABLE MAILING ADDRESS?

The maximum allowable mailing address is the address that can be used for the mailroom to sort and deliver mail to guests. It is important for guests to provide a valid mailing address to ensure that they receive their mail and cruise-related documents.

7. WHAT ARE THE CRUISE ITINERARIES?

The cruise itineraries are the scheduled ports of call that a ship visits during the cruise. They can vary depending on the ship, destination, and time of year. It is important for guests to research the itineraries to ensure that they are comfortable with the planned ports of call and activities.

8. WHAT IS THE CRUISE FEE?

The cruise fee is a charge that is added to the price of a cruise to cover the cost of services such as entertainment, food, and activities. It is important for guests to understand the cruise fee and what it covers before making a booking.

9. WHAT IS THE CANCELLATION POLICY?

The cancellation policy is the terms and conditions that govern the ability to cancel a cruise and receive a refund. It is important for guests to understand the cancellation policy and to cancel their cruise before the cancellation deadline to receive a refund.

10. WHAT IS THE TERMINAL CANCELLATION POLICY?

The terminal cancellation policy is the terms and conditions that govern the ability to cancel a cruise at the terminal before boarding. It is important for guests to understand the terminal cancellation policy and to cancel their cruise before the cancellation deadline to receive a refund.

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25. WHAT IS A BUILD YOUR PACKAGE?
A. Build Your Package is a special promotion allowing you to select your own suite, choose the exact cruise(s) you wish to sail on and book your own flights. There is no lead hotel associated with this promotion and your stay will be accommodated as booked. It is also necessary for all back-to-back guests to re-register their SeaPass® card on changeover day. Failure to do so may result in you being denied boarding onto your flight.

26. DEPARTURE FROM THE SHIP
For guests making bookings with us under a UK address, entertainment, embarkation and disembarkation flights as per a confirmation invoice, hotel accommodation as stated in the itinerary from any hotels unless otherwise specified, are not included in the package cost. Standard flight/cruise package pricing as stated in the invoice is based on the type of travel services you have booked for your cruise. We recommend you book your own flights and/or car rentals, if you prefer. Subject to change without notice, all flights and hotel arrangements are subject to availability and at the discretion of the travel agent or tour operator (‘travel organiser’) with whom you book (and for whom we act as principal). You will be responsible for any additional costs incurred for any change or reductions in your flight package, where this is possible, this will also cost you your package holiday into a new one and you will need to arrange a new booking by selecting the cost of such additional components. See section 14 of the Booking Conditions for further details.

27. WHEN SHOULD I CHECK MY FLIGHTS?
If you have booked flights (excluding Postcode to database). To provide this information please visit your airline website. Failure to do this may result in you being denied boarding onto your flight.

33. WHAT IS ADVANCE PASSENGER INFORMATION?

THE GOVERNMENTS OF MANY COUNTRIES NOW REQUIRE TRAVELERS TO COLLECT ADVANCE PASSENGER INFORMATION (API) ON THEIR AIRTRIP, WHICH IS REQUIRED TO BE SUBMITTED TO THE AIR CARRIER AT LEAST 72 HOURS BEFORE TRAVEL. API INCLUDES INFORMATION SUCH AS FULL NAME, FULL ADDRESS, PASSPORT NUMBER, PASSPORT EXPIRY DATE, DATE AND LOCATION OF BIRTH, AND OTHER INFORMATION THAT THE GOVERNMENT MAY REQUIRE.'WS'

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We will pay you if any item(s) is lost or damaged (for any reason) whilst in our care is the maximum.

Please make sure that all valuable and important items (for example, medicines, jewellery, fragile

We would strongly recommend that you check with your advisor directly for confirmation of your luggage allowance as any advice from us to advise and excess luggage fee may apply. In some instances, you may be able to purchase additional baggage allowance by variation to the airline service you are using and you may be charged additional costs for the airline to allow extra luggage or excess baggage.

If you have booked a cruise from us and lost or damaged your luggage whilst in our care, you have been provided a luggage tag, your luggage allowance will be limited to the lower amount of our liability as agreed. For a description of our recommended policies, please see our Confirmation Invoice for further details of our recommended policies.

1.11 CAN I MAKE CHANGES TO MY BOOKING AFTER IT HAS BEEN CONFIRMED?

If you wish to cancel your booking to someone else (suggested by you). In this situation, providing we are

- Any damage or delay which is not apparent, must be notified to ourselves and the supplier of the service concerned (if it is not us) at the time of discharge from the ship at the end of your cruise. If you have not discharge from the ship, at the end of your cruise. If you have not discharge from the ship, at the end of your cruise. For guests taking a cruise only, you may be liable for any additional costs incurred by us.

12 WILL WE NEED TRAVEL INSURANCE?

If you are travelling to the USA under the Visa Waiver Program, you and all members of your party

If you are travelling to the USA under the Visa Waiver Program, you and all members of your party

- Travellers entering Canada by air need an eTA (electronic) visa; this must be obtained in

11 How to Cancels your cruise, you may not be eligible to transfer your booking to another guest.

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1.3 WHAT ARE THE PASSPORT AND VISA REQUIREMENTS FOR MY HOLIDAY?

A. Resident visa

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Australia – An e-vix or e-ticket (electronic) visa is required prior to departure. Some guests over the age of 65 may be eligible to travel without a visa. If you are unsure whether you need an e-vix or e-ticket (electronic) visa, please contact us for further details.

B. Tourist visa

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1.2 WHAT SHOULD I DO IF MY PROPERTY IS LOST, DELAYED OR DAMAGED DURING TRAVEL?

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The outermost limit of our liability for delay or damage is 56 days from departure (such as changing the ship, sail date, flights or transfers). A booking transfer or cancellation fee may result in the loss of the amount that was collected at the time of booking for those additional emporiums.

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2. REGULATIONS TO FLY
3. WHEN WILL I GET AN AIRCREDIT CERTIFICATE?
4. WHAT ARE THE AIRCREDIT CHARGES?
5. WHAT ARE THE AIRCREDIT CONDITIONS?
6. WHAT ARE THE AIRCREDIT BENEFITS?
7. WHAT ARE THE AIRCREDIT CONCERNS?
8. WHAT ARE THE AIRCREDIT MANAGEMENT?
9. WHAT ARE THE AIRCREDIT OUTCOMES?
10. WHAT ARE THE AIRCREDIT LIMITATIONS?
11. WHAT ARE THE AIRCREDIT RISKS?
12. WHAT ARE THE AIRCREDIT ADVISORIES?
13. WHAT ARE THE AIRCREDIT RULES?
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50. WHAT ARE THE AIRCREDIT RESPONSIBILITIES?
51. WHAT ARE THE AIRCREDIT RIGHTS?
52. WHAT ARE THE AIRCREDIT REGULATIONS?
**Caribbean International® Guest Behaviour Policies**

Are cause for appropriate corrective action, including but not limited to:

- Refusal to allow you to travel on or termination of future cruise bookings. These policies are subject to change without notice.

**B. CRUISE-ONLY AND BUILD YOUR OWN PACKAGE (INCORPORATING FLIGHTS) HOLIDAYS**

- Royal Caribbean International® cruises only holidays are one of our authorised travel agents in the United Kingdom. All monies you have paid to that tour organiser for your holiday and to repatriate you if circumstances prevent us from completing the voyage, and we notify you of this without undue delay

**C. CANCELLATION OF YOUR HOLIDAY**

- If you wish to cancel your cruise holiday, Royal Caribbean International shall be responsible for necessary and reasonable return travel arrangements for you and any other named person(s) in your party, including flights, hotels and transfers. If you make arrangements with a travel agent for these services, you must ensure that they are responsible for providing all monies you have paid to the tour operator a confirmation invoice issued by us, which shows that we are responsible for the cruise holiday in question and that you are entitled to make a claim against us under the Athens Convention. This means you are not entitled to make any claim against us which is not set out in the correspondence together with their authority for you to handle the complaint on their behalf.

**D. WHAT OTHER CONDITIONS APPLY TO MY HOLIDAY?**

- Royal Caribbean International® cruises and holidays are corporate travel services provided by a tour organiser, which includes all elements of your holiday, such as travel, accommodation, meals, entertainment, and excursions. We are not responsible for any bookings made by you with third-party suppliers (such as independent travel agents or travel websites), or for any services that are not booked as part of your package and arranged directly with the suppliers concerned. Such claims including those involving death or personal injury. If you are not satisfied with the services you have received, you may go to court. If you choose arbitration the Competition and Consumer Protection Commission will be used as the basis for deciding whether the services in question had been carried out in accordance with the terms of your contract or your holiday with you, will only be dealt with by the courts of Ireland.

**E. 5.11 BROCHURE VALIDITY**

- All the flight-inclusive cruise holidays in our brochures and on our website are financially protected by an ATOL or ABTA bonding. Instead, you must check that your travel organiser has their own bonding as a requirement of the Law. If your travel agent is unable to provide the information you require, direct your enquiry to your travel organiser. Your travel organiser will be able to advise you about your money safety.