In order to expedite the boarding process, we recommend that you complete the RoyalCaribbean.co.uk Boarding cut-off time applicable. This also required to refund any portion of the cruise or cruisetour fare paid by any guest who fails for any reason to be onboard the vessel or transport by the embarkation cut-off time. If you are not onboard at least 90 minutes before the ship’s scheduled boarding time, you may be denied boarding. Boarding time varies by itinerary – make sure you check your Guest Ticket Booklet for the boarding time applicable. We have accommodation for families or groups greater than four guests. If your party will be able to occupy a Pullman bed, we recommend that an alternative stateroom is reserved. It is worth noting that fully occupied families or groups that only require a Pullman bed may be denied boarding. If your stateroom is equipped with a Pullman bed, your child’s age will be verified at check-in. Parties of 4 or less guests may not be able to occupy a Pullman bed. We do not accept liability for adverse weather conditions during your cruise holiday. Be advised also that for safety reasons Royal Caribbean International® does not authorise at the close of business each day. Your card provider, as part of their standard billing cycle, will then charge the transaction amount on your credit card. A GBP credit card issued in the UK will be charged in GBP. The transaction value of your spending in the local currency is converted to GBP at the daily exchange rate in effect at the time of the transaction. A GBP credit card issued in the UK will be charged in GBP. The transaction value of your spending in the local currency is converted to GBP at the daily exchange rate in effect at the time of the transaction.

WHEN CAN I BOARD THE SHIP?

WHAT DOES THE SHIP’S GUEST SERVICES STAFF DO?

When you check in and board the ship, you have access to a wide range of services provided by our Guests Services Team. Our Guest Services Team is on hand to help you with any questions you may have about your cruise, including information about shore excursions, gym facilities, and laundry services. We also provide assistance with your luggage, helping you to move your bags from the airport to the ship and vice versa. Our Guest Services Team can also provide you with information on how to purchase souvenirs, as well as guiding you to the nearest pharmacy or bank on board.

WHAT ABOUT ELECTRICAL EQUIPMENT AND CARRIAGE OF ITEMS THAT MAY BE PERCEIVED AS PROHIBITED?

11. WHAT ABOUT LAUNDRY?

12. WHEN AND WHERE CAN I DINE ONBOARD?

13. WHAT ARE THE GAMBLING FACILITIES ONBOARD?

14. WHAT HAPPENS IF I AM ILL ONBOARD SHIP?

15. WHAT ABOUT ALCOHOLIC DRINKS?

16. WHAT HAPPENS IF I AM ILL ONBOARD SHIP?

17. WHAT ABOUT ALCOHOLIC DRINKS?
21. WHY DOES MY CRUISE START/END IN ENSENADA/WHY DOES THE SHIP ONLY STOP FOR ONE
NEAREST CITY?

30. CAN I JOIN THE SHIP ONCE THE CRUISE IS UNDERWAY AT A PORT OF CALL FURTHER ALONG THE
ship’s next scheduled itinerary, in effect doing a portion of two regular scheduled sailings. In
the event of late disembarkation, please advise the ship’s office for further details.

CRUISE CHECK-IN

For a list of all transfer arrangements, this information will be provided onboard the ships.

3.1. HOW CAN I PAY?

4.2. WHAT IS A STANDARD FLY/Cruise PACKAGE?

1.5. WHAT HAPPENS TO MONEY PAID TO A TRAVEL AGENT?

30. CAN I JOIN THE SHIP ONCE THE CRUISE IS UNDERWAY AT A PORT OF CALL FURTHER ALONG THE

21. WHY DOES MY CRUISE START/END IN ENSENADA/WHY DOES THE SHIP ONLY STOP FOR ONE

30. CAN I JOIN THE SHIP ONCE THE CRUISE IS UNDERWAY AT A PORT OF CALL FURTHER ALONG THE

CRUISE CHECK-IN

For a list of all transfer arrangements, this information will be provided onboard the ships.

3.1. HOW CAN I PAY?

4.2. WHAT IS A STANDARD FLY/Cruise PACKAGE?

1.5. WHAT HAPPENS TO MONEY PAID TO A TRAVEL AGENT?

30. CAN I JOIN THE SHIP ONCE THE CRUISE IS UNDERWAY AT A PORT OF CALL FURTHER ALONG THE

CRUISE CHECK-IN

For a list of all transfer arrangements, this information will be provided onboard the ships.

3.1. HOW CAN I PAY?

4.2. WHAT IS A STANDARD FLY/Cruise PACKAGE?

1.5. WHAT HAPPENS TO MONEY PAID TO A TRAVEL AGENT?

30. CAN I JOIN THE SHIP ONCE THE CRUISE IS UNDERWAY AT A PORT OF CALL FURTHER ALONG THE

CRUISE CHECK-IN

For a list of all transfer arrangements, this information will be provided onboard the ships.

3.1. HOW CAN I PAY?

4.2. WHAT IS A STANDARD FLY/Cruise PACKAGE?

1.5. WHAT HAPPENS TO MONEY PAID TO A TRAVEL AGENT?

30. CAN I JOIN THE SHIP ONCE THE CRUISE IS UNDERWAY AT A PORT OF CALL FURTHER ALONG THE

CRUISE CHECK-IN

For a list of all transfer arrangements, this information will be provided onboard the ships.

3.1. HOW CAN I PAY?

4.2. WHAT IS A STANDARD FLY/Cruise PACKAGE?

1.5. WHAT HAPPENS TO MONEY PAID TO A TRAVEL AGENT?

30. CAN I JOIN THE SHIP ONCE THE CRUISE IS UNDERWAY AT A PORT OF CALL FURTHER ALONG THE

CRUISE CHECK-IN

For a list of all transfer arrangements, this information will be provided onboard the ships.

3.1. HOW CAN I PAY?

4.2. WHAT IS A STANDARD FLY/Cruise PACKAGE?

1.5. WHAT HAPPENS TO MONEY PAID TO A TRAVEL AGENT?

30. CAN I JOIN THE SHIP ONCE THE CRUISE IS UNDERWAY AT A PORT OF CALL FURTHER ALONG THE

CRUISE CHECK-IN

For a list of all transfer arrangements, this information will be provided onboard the ships.

3.1. HOW CAN I PAY?

4.2. WHAT IS A STANDARD FLY/Cruise PACKAGE?
107

2.2 WILL I NEED TRAVEL INSURANCE?
All guests should ensure they have appropriate personal travel insurance before departing. This insurance should provide adequate cover for: (i) any medical treatment and care you or a member of your party may require; (ii) any additional cost you or a member of your party may incur as a result of any change to, or cancellation of, your holiday; (iii) any additional costs you incur for you or a member of your party to return home. Failure to do so will mean that you have no cover in the event of any accident or illness. Please see our Confirmation of Insurances for further details of our recommended travel insurance providers.

2.3 BEFORE YOU LEAVE HOME
2.3.1 WHAT ABOUT VALUABLES OR IMPORTANT ITEMS?
Personal items should be well packed, preferably in the bag you have used on board the ship. For example, medicines, jewellery, fragile items, important travel documents, video cameras/laptop/mobile phone etc. are all carried on board. You should consider what your luggage might cost to replace and what you would consider a reasonable amount of insurance cover to include in your travel insurance. If you do decide to insure items, make sure you specify the amount insured, the condition of the item (new, second-hand, etc.) and the place of manufacture.

2.3.2 ARE THERE ANY PROHIBITED ITEMS THAT I CANNOT TAKE WITH ME?
Examples of prohibited items include dangerous or illegal substances (e.g. guns, explosives, drugs, animals, treacherous or flammable items etc.). Dangerous or illegal substances that are allowed on board must be carried in accordance with the relevant International Convention. You must not leave any items, other than items to be inspected and treated in accordance with the security measures.

2.4 WHAT SHOULD I DO IF MY PROPERTY IS LOST, DELA YED OR DAMAGED DURING AIR TRAVEL?
When on the ship, please note that the only people able to assist you are the Royal Caribbean staff, who will be able to assist you. The maximum we or the airline will have to pay you in the event of any loss, damage, delay or destruction of luggage or other property on the ship is the amount of insurance you carry up to $1,500 per item. If you are experiencing a problem with the luggage, please notify the relevant staff immediately. You must fill out the relevant form, which you will be given, and your travel insurance company will then be able to assist you

3.1 BOOKING CONDITIONS
3.1.1 BOOKING IN FEES
There are no additional booking or credit card fees or charges as part of any cancellation. If you request a change within 56 days of departure, this may be subject to a non-refundable amendment fee of £35 per guest per booking outside of 56 days from departure, such as changing the ship, sail date, flights or brand, rules and a new confirmation invoice will be issued. For all changes that we consider to be minor changes, a non-refundable amendment fee of £15 per guest per booking outside of 56 days from departure, such as changing the ship, sail date, flights or brand, rules and a new confirmation invoice will be issued. For all changes that we consider to be major changes, a non-refundable amendment fee of £35 per guest per booking outside of 56 days from departure, such as changing the ship, sail date, flights or brand, rules and a new confirmation invoice will be issued.

3.1.2 WHAT IF I NEED TO CANCEL MY TRAVEL?
Any change can be made.

3.1.3 Changes and Amendments

3.1.4 To change your booking or to modify it you must contact (31) the booking contact or agent in writing using registered mail or e-mail and indicate the time period to make such additional payment. If you do not tell us that you wish to change your booking at least 5 days prior to the start of your holiday, we will either cancel your booking and refund your money but you will have no claim against us. Please ask your travel agent or the person who booked your booking to let you know if they fulfill the booking conditions in our new information on our new information.

3.1.5 To change your booking or to modify it you must contact (31) the booking contact or agent in writing using registered mail or e-mail and indicate the time period to make such additional payment. If you do not tell us that you wish to change your booking at least 5 days prior to the start of your holiday, we will either cancel your booking and refund your money but you will have no claim against us. Please ask your travel agent or the person who booked your booking to let you know if they fulfill the booking conditions in our new information on our new information.

3.1.6 The surcharge invoice, we may be required to charge a cancellation fee of £35 per guest per booking outside of 56 days from departure, such as changing the ship, sail date, flights or brand, rules and a new confirmation invoice will be issued. For all changes that we consider to be major changes, a non-refundable amendment fee of £35 per guest per booking outside of 56 days from departure, such as changing the ship, sail date, flights or brand, rules and a new confirmation invoice will be issued.

3.1.7 THE CANCELLATION CHARGES
If you notify us that you or anyone on your booking wishes to cancel your booking at any time, we will either cancel your booking and refund your money but you will have no claim against us. Please ask your travel agent or the person who booked your booking to let you know if they fulfill the booking conditions in our new information on our new information.

3.1.8 THE CANCELLATION CHARGES
If you notify us that you or anyone on your booking wishes to cancel your booking at any time, we will either cancel your booking and refund your money but you will have no claim against us. Please ask your travel agent or the person who booked your booking to let you know if they fulfill the booking conditions in our new information on our new information.

3.1.9 chargeto your claim the amount received from any insurance companies.

3.2 WHAT IS THE SAFETY PASS PORT (ID) REQUIREMENTS FOR MY HOLIDAY?

3.2.3 Passport:

3.2.4 The Safety Passport (ID) must be presented at the airport or port of entry as specified on your documentation. If you are travelling with multiple countries, you should obtain the written consent of the airline or port of entry as specified on your documentation. If you are travelling with multiple countries, you should obtain the written consent of the airline or port of entry as specified on your documentation. If you are travelling with multiple countries, you should obtain the written consent of the airline or port of entry as specified on your documentation. If you are travelling with multiple countries, you should obtain the written consent of the airline or port of entry as specified on your documentation. If you are travelling with multiple countries, you should obtain the written consent of the airline or port of entry as specified on your documentation.
2.7 WHERE THERE ARE ANY FORMAL HEALTH REQUIREMENTS?
Please check with your local health advisors for the most up-to-date health requirements for all destinations as some countries may have different requirements. We recommend you visit the NHS TravelWell website to receive the latest advice on your destination. Where travel is to occur after 1st January 2020, you are responsible for making your own individual health assessment in accordance with the recommendations of the NHS TravelWell website.

3.3 WHAT IF I CANNOT TRAVEL?
In the event you wish to transfer your bookings to another party, you must notify us at least 7 working days prior to the commencement date of your cruise. It will be at our discretion whether we accept cancellation requests. Where we do accept a cancellation, you will be charged a cancellation fee of at least 50% of the total cruise fare. This fee is non-refundable and non-transferable. It will be paid in addition to any fees charged to us by the airlines.

3.4 FRIENDLY TO FISH?
Emergency exit seats will therefore only ever be assigned at the discretion of the airline at check in. On older ships, where the emergency exit is located on the lower deck, please be aware that a limit of 10 guests able to board the lower deck per call is imposed to ensure the safety of our guests.

3.5 WHAT IF I CANNOT FLY?
You must accordingly check your tickets very carefully immediately upon receipt for confirmation that the request will be met. Unless specifically agreed by us in writing at the time of booking, we are unable to give refunds or rebookings for any changes to the itinerary or transfer of the booking to another name. If any such changes require a transfer or upgrade, there are additional charges made by us or imposed by the airlines.

4.2 WHAT ABOUT SPECIAL DIETS?
In some cases, these could be the full cost of the ticket. If you wish to travel on a particular carrier, you must also check their specific terms and conditions as they may differ from our own. The airline’s refusal to carry your pet on their flights may be due to the airline's policy. We/the airline will endeavour to satisfy any special service(s) requests such as special dietary requirements, transport and assist as much as is practical. Respectfully we urge you to consult your doctor/gp for advice. Respectfully we urge you to consult your doctor/gp for advice. Though some airlines may be willing to undertake what they consider to be special arrangements to accommodate you, they may still choose not to do so, or may reassign you to a standard cabin if they are unable to do so.

4.3 WHAT IF I CANNOT FLY?
In the event you wish to transfer your bookings to another party, you must notify us at least 7 working days prior to the commencement date of your cruise. It will be at our discretion whether we accept cancellation requests. Where we do accept a cancellation, you will be charged a cancellation fee of at least 50% of the total cruise fare. This fee is non-refundable and non-transferable. It will be paid in addition to any fees charged to us by the airlines.

5.2 WHAT ABOUT YOUR DOG(S)?
Please note that within the territorial waters of some countries, a pet may be refused entry or boarding by the airline. A list can be obtained from your local consul or Royal Caribbean International. You can also call us on 0844 493 4005 (calls cost 7p per minute plus your phone company’s access charge). Any request of this nature should be advised at the time of booking. Not meeting any special request for any reason will result in your full fare being charged. Please advise us in writing of any special requirements you may have at the time of booking.

6.3 HOW DO I OBTAIN OR UPDATE MY AIRCRAFT SEATING ARRANGEMENTS?
In the event of a delay, we will endeavor to mitigate any distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your booking and receive a full refund, without penalty or reasonable fee, is an important aspect of the Denied Boarding Regulations or in respect of any flight cancellation or delay, your flight ticket is downgraded or boarding is denied by your airline in conjunction with any flight included in your holiday. When this information is provided at the time of booking, in order to ensure the above. Please contact your travel agent or our reservations team for further information to us about your needs to explain our reasons and assess any possible alternatives. For all complaints against us, you must contact our home office in the UK to commence proceedings. You have a legal right to ensure that you are notified of any medical or physical condition that will be required to meet the minimum age requirement for any onboard eatery other than the main restaurant. Please submit your dietary request for information (from overseas, additional call charges may apply).

6.4 WHAT ABOUT MY FAVOURITE ARMS?
In the event of a delay, we will endeavor to mitigate any distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your booking and receive a full refund, without penalty or reasonable fee, is an important aspect of the Denied Boarding Regulations or in respect of any flight cancellation or delay, your flight ticket is downgraded or boarding is denied by your airline in conjunction with any flight included in your holiday. When this information is provided at the time of booking, in order to ensure the above. Please contact your travel agent or our reservations team for further information to us about your needs to explain our reasons and assess any possible alternatives. For all complaints against us, you must contact our home office in the UK to commence proceedings. You have a legal right to ensure that you are notified of any medical or physical condition that will be required to meet the minimum age requirement for any onboard eatery other than the main restaurant. Please submit your dietary request for information (from overseas, additional call charges may apply).

7.3 FARES AND PRICES

8.5 WHAT IF I CANNOT FLY?
In the event you wish to transfer your bookings to another party, you must notify us at least 7 working days prior to the commencement date of your cruise. It will be at our discretion whether we accept cancellation requests. Where we do accept a cancellation, you will be charged a cancellation fee of at least 50% of the total cruise fare. This fee is non-refundable and non-transferable. It will be paid in addition to any fees charged to us by the airlines.

8.6 WHAT IF I CANNOT FLY?
In the event you wish to transfer your bookings to another party, you must notify us at least 7 working days prior to the commencement date of your cruise. It will be at our discretion whether we accept cancellation requests. Where we do accept a cancellation, you will be charged a cancellation fee of at least 50% of the total cruise fare. This fee is non-refundable and non-transferable. It will be paid in addition to any fees charged to us by the airlines.
If in our reasonable opinion or the reasonable opinion of the ship's Master or doctor, you are or appear to be suffering from a serious or life-threatening medical condition, you may be asked following consultation with our medical staff to reschedule their cruise. The same right may be exercised with respect to any other travel companion of a person for whom a medical opinion has been obtained. Where a travel companion has been terminated in this manner, we will not have any further responsibility towards you. You will have to pay any costs, expenses or damages which are incurred by you as a result of you or your companion ceasing to travel. If you are prevented from embarking on the ship or from continuing with your cruise, or if you are expressly advised by your doctor to cease your cruise, you may then be left at any port or place of call at our discretion and you will be required to pay all expenses incurred by us in returning you to the point of departure or to any other place at which you can travel by land or air without undue delay. You will have no claim against us for any money outstanding to be paid by you under your contract to the alternative ATOL holder. However, you may then proceed against the person or body responsible for that money.

SECTION 5.8

SUBJECT TO SECTION 5.8 BELOW WE PROMISE TO MAKE SURE THAT THE HOLIDAY ARRANGEMENTS WE HAVE AGREED TO PROVIDE UNDER YOUR CONTRACT WITH US ARE PERFORMED IN SUCH A MANNER AS TO COMPLY WITH THE APPLICABLE LAWS AND REGULATIONS OF THE COUNTRY IN WHICH YOUR CRUISE WILL TAKE PLACE. NOTWITHSTANDING THE ABOVE, WE DO NOT HAVE ANY RESPONSIBILITY FOR THE PERFORMANCE OF ANY SERVICES WHICH WE ARRANGE TO BE PROVIDED TO YOU IN COUNTRIES OUTSIDE THE COUNTRY IN WHICH THE CRUISE WILL TAKE PLACE ITS COUNTRY OF ORIGIN.

SECTION 5.9

THE APPLICABILITY OF THE COMPETENT AUTHORITY'S LAWS

IF YOU HAVE BOOKED A ROYAL CARIBBEAN INTERNATIONAL FLIGHT AND THE CANCELLATION OR RESERVATION OF A FLIGHT YOU HAVE REDEEMED UNDER THE ROYAL CARIBBEAN INTERNATIONAL PROGRAMME APPLIES TO YOUR HOLIDAY, WE STRONGLY RECOMMEND THAT YOU REFER TO THESE. SOME OF THESE CONDITIONS MAY APPLY TO YOU.

SECTION 6.0

THE CONSUMER PROTECTION REGULATIONS

YOUR RIGHTS IF WE FAIL TO MEET OUR CONTRACTUAL OBLIGATIONS

WE WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGE TO YOUR PERSONAL EFFECTS WHICH WERE NOT IN THE CUSTODY OR CONTROL OF OUR EMPLOYEES OR AGENTS AT THE TIME OF THE EVENT WHICH GAVE RISE TO THE CLAIM OR COMPLAINT.

WE WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGE TO YOUR LUGGAGE AND VALUABLES WHICH WERE NOT IN THE CUSTODY OR CONTROL OF OUR EMPLOYEES OR AGENTS AT THE TIME OF THE EVENT WHICH GAVE RISE TO THE CLAIM OR COMPLAINT.

WE WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGE TO YOUR PERSONAL EFFECTS WHICH WERE NOT IN THE CUSTODY OR CONTROL OF OUR EMPLOYEES OR AGENTS AT THE TIME OF THE EVENT WHICH GAVE RISE TO THE CLAIM OR COMPLAINT.