

## **ROYAL CARIBBEAN INTERNATIONAL (“RCI”) COVID-19 REFUND AND CANCELLATION POLICY**

The terms of this Policy apply to all RCI cruises booked outside North America and scheduled to depart during a period of temporary government order, international travel restriction, or other official regulatory measures in relation to COVID-19 that affect your booking.

Except as specified below, the standard cancellation policies and penalties in your Booking Conditions and any current COVID-19 Supplemental Terms or other notified RCI policies will apply to your cruise holiday.

This Policy is effective from the Version Date at the bottom of this document (“Effective Date”) and applies to all bookings of RCI cruises scheduled to sail between the Effective Date and 30 April 2023, inclusive.

We strongly encourage you to purchase adequate travel insurance (including COVID-19 cover) for your particular needs, and with sufficient cover for any costs not payable by RCI, in accordance with our standard Booking Terms and Conditions.

### **Cruise Cancelled by RCI**

If RCI cancels your cruise, or boarding is delayed by three (3) days or more and you elect not to embark on the delayed cruise or a substitute cruise that we offer, you will be entitled to a full refund of your cruise fare plus any additional items purchased from RCI, or an optional Future Cruise Credit (“FCC”) for the equivalent amount you paid to RCI.

### **FOR ALL RCI CRUISES BOOKED PRIOR TO THE EFFECTIVE DATE ON SAILINGS SCHEDULED TO SAIL ON OR BEFORE 30 SEPTEMBER 2022:**

#### **Cruise Cancelled by Guest\***

- If you or someone in your Traveling Party cancel a cruise booking due to testing positive for COVID-19 within 10 days before embarkation, you and they are entitled to a Future Cruise Credit (“FCC”) for the cruise fare you paid to RCI and a full refund of any additional items purchased from RCI, or a substitute cruise of equal value.
- If you had a confirmed close contact with a person who tested positive, or is suspected of having COVID-19 within 10 days before embarkation and RCI deems you are unfit to travel, you and anyone else in your Traveling Party who cancels, are eligible for a Future Cruise Credit (“FCC”) for the cruise fare you paid to RCI and a full refund of any additional items purchased from RCI, or a substitute cruise of equal value. If your COVID-19 test was administered by a provider other than one approved by RCI, you must present your verified positive test result in a form acceptable to RCI.
- If you report, or we determine that you may have been exposed to or are likely to have been infected by COVID-19 within 10 days before embarkation, we may require that you and others in your Traveling Party do not travel to the departure port. This is in order to prevent the transmission of COVID-19. Anyone effectively denied boarding in these circumstances will be entitled to a Future Cruise Credit (“FCC”) for the cruise fare you paid to RCI and a full refund of any additional items purchased from RCI, or a substitute cruise of equal value.

## **Denial of Embarkation or Re-boarding; Quarantine and/or Disembarkation**

- If you or members of your Travelling Party, or other close contacts are denied re-boarding or quarantined or disembarked during your cruise due to a positive COVID-19 test or being suspected of having COVID-19, you and they are entitled to a Future Cruise Credit (“FCC”) for the equivalent amount you paid to RCI. In such cases you will be entitled a pro-rated Future Cruise Credit (“FCC”) for the unused portion of your cruise fare plus a refund of any additional items purchased from RCI.
- If you test positive for COVID-19 during the voyage, RCI will:
  - cover the cost of necessary COVID-19 related medical treatment onboard the ship;
  - coordinate and assist with the costs of any required land-based quarantine\*\* for you and members of your Traveling Party. Under some circumstances, you and your Traveling Party may be offered the option to stay onboard the ship instead to complete any required quarantine period, without needing to pay additional cruise fare, stateroom gratuities or taxes/fees to RCI for the same; and
  - coordinate travel arrangements to get you and members of your Traveling Party back home but RCI will not be responsible for any associated costs.

RCI will also provide the same assistance to identified Close Contacts if they are required to quarantine onboard or are disembarked or denied re-boarding due to having been in close contact to a guest or other individual who is identified as having, or tests positive for, COVID-19.

- If a guest who purchased flights through RCI is denied boarding at embarkation or re-boarding, or is disembarked during the voyage due to a positive COVID-19 test or being suspected of having COVID-19, RCI will coordinate the travel arrangements, and cover the airline change fees and any difference in the airfare for the same class of service, necessary to fly the guest back to the city of their original flight departure point.
- If such a guest did not purchase flights through RCI, RCI will assist with coordinating travel arrangements necessary to get the guest back home but will not be responsible for any associated costs.

## **FOR ALL RCI CRUISES BOOKED ON OR AFTER THE EFFECTIVE DATE ON SAILINGS SCHEDULED TO SAIL ON OR BEFORE 30 APRIL 2023 (RCI) OR 30 NOVEMBER 2022 (CELEBRITY):**

### **Cruise Booking Cancelled by Guest\***

- If you or someone in your Traveling Party cancel a cruise booking due to testing positive for COVID-19 within 10 days before embarkation, you and they are entitled to a Future Cruise Credit (“FCC”) for the cruise fare you paid to RCI and a refund of any additional items purchased from RCI, or a substitute cruise of equal or greater value.
- If you had a confirmed close contact with a person who tested positive, or is suspected of having COVID-19 within 10 days before embarkation and RCI deems you are unfit to travel, you and anyone else in your Traveling Party who cancels, are eligible for a Future Cruise Credit (“FCC”) for the cruise fare you paid to RCI plus any additional items purchased from RCI, or a substitute

cruise of equal or greater value. If your COVID-19 test was administered by a provider other than one approved by RCI, you must present your verified positive test result in a form acceptable to RCI.

- If you report, or we determine that you may have been exposed to or are likely to have been infected by COVID-19 within 10 days before embarkation, we may require that you and others in your Traveling Party do not travel to the departure port. This is in order to prevent the transmission of COVID-19. Anyone effectively denied boarding in these circumstances will be entitled to a Future Cruise Credit (“FCC”) for the cruise fare you paid to RCI plus any additional items purchased from RCI or a substitute cruise of equal or greater value.

#### Denial of Embarkation or Reboarding; Quarantine and/or Disembarkation

- If you are denied embarkation or re-boarding, or quarantined or disembarked during the voyage, due to testing positive for COVID-19 or being suspected of having COVID-19, you are entitled to a Future Cruise Credit (“FCC”) for the cruise fare you paid to RCI in the event of denial at embarkation prior to departure, or a pro-rated FCC for the unused portion of your cruise fare in all other cases. If you are required to quarantine onboard the vessel, days spent in quarantine shall be treated as unused days of the cruise.

#### **Obligation to Comply with RCI COVID-19 Policies and Procedures**

Guests denied embarkation or re-boarding, or who are disembarked or quarantined during the voyage, for failure to comply with [RCI’s COVID-19 Policies and Procedures](#) in effect at the time of the cruise, shall not be entitled to a refund or FCC, or compensation of any kind, or any of the assistance described in this Policy.

Please refer to the RCI Ticket Contract and/or Booking Conditions issued for your cruise for complete details.

#### **General**

For purposes of this Policy, your “Traveling Party” means your family members living with you in the same household, and traveling companions assigned to your stateroom on the cruise.

This Policy does not apply to guests booked on chartered sailings, or guests who do not comply with all applicable RCI health protocols and requirements, RCI policies and travel advisories (including, but not limited to vaccination and visa requirements) regarding their booked cruise.

This RCI COVID-19 Refund and Cancellation Policy is valid from the Effective Date below, is subject to change, and will remain in full force and effect until further notice.

If there is an inconsistency or conflict between any of the terms of this RCI COVID-19 Refund and Cancellation Policy and the applicable RCI Booking Conditions and/or any current Supplemental Terms or other notified policies applicable to your cruise, the provisions of this RCI COVID-19 Refund and Cancellation Policy will prevail.

The terms of this Policy are valid from the Effective Date below and will remain in full force until we choose, in our sole discretion, to update or modify all or part of it. Updates or the modifications may be made and shall be effective without publication, although we will endeavor to post any updates or changes

in a timely manner to a publicly accessible forum such as the RCI Cruises website or mobile phone application.

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*\*All refund requests must be made within six (6) months after the scheduled embarkation date.*

*\*\*Currently, reimbursement of the costs of a hotel stay required for land-based quarantine is limited to US\$250 per hotel room, per night, and meal costs of up to US\$100 per person, per day.*

**Effective Date: 09 August 2022.**