

ROYAL CARIBBEAN INTERNATIONAL REFUND AND CANCELLATION POLICY FOR COVID-19

The following information applies to residents of North America who book passage on Royal Caribbean International (referred to herein as “RCI” or the “cruise line”) sailings scheduled during the nationally declared Public Health Emergency involving COVID-19. Except as specifically stated below, or as otherwise provided in the Cruise/CruiseTour Ticket Contract (the “Ticket Contract”) for your cruise, the standard cancellation policies and penalties described in the Ticket Contract apply. The below updated policies are effective from the Effective Date at the bottom of this document and, except as otherwise noted, apply to all bookings on RCI cruises scheduled to sail between the Effective Date and April 30, 2023, inclusive.

Cruise Cancelled By RCI*

If your cruise is cancelled by RCI or boarding is delayed by three (3) days or more and you elect not to embark on the delayed cruise or a substitute cruise offered by RCI, you are entitled to a refund of the cruise fare paid to RCI, or an optional Future Cruise Credit (“FCC”).

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 of embarkation, you and they are entitled to a refund, or an optional FCC, for the cruise fare paid to RCI. If you had close contact with a positive or suspected COVID-19 case within 10 days of embarkation, and RCI deems you are unfit to travel, you, and anyone else in your Traveling Party who cancels, are eligible for a refund of the cruise fare paid to RCI, or an optional FCC equal in value to the same. To qualify for a refund or the FCC, if your COVID-19 test was administered by a provider other than one retained by RCI, you must present your verified positive test result in a form acceptable to RCI.
- If you report, or we identify, that you may have been exposed to or are likely to have been infected by COVID-19 within 10 days of 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 refund, or an optional FCC, for the cruise fare paid to RCI.

Denial of Embarkation or Reboarding; Quarantine and/or Disembarkation

- If you, your family members, members of your Traveling Party or other close contacts are denied embarkation or reboarding, or quarantined or disembarked during the voyage, due to a positive COVID-19 test or being suspected of having COVID-19, you and they are entitled to a refund for the cruise fare paid to RCI in the event of denial at embarkation, or a pro-rated refund for the unused portion of your cruise fare in all other cases.

For all RCI cruises scheduled to sail on or before September 30, 2022:

- If you test positive for COVID-19 during the voyage, the cruise line 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 will not be responsible for any associated costs.

RCI will also provide the same assistance to identified close contacts on these sailings if they are required to quarantine onboard or are disembarked or denied re-boarding due to having been in close contact to a guest who tests positive for COVID-19.

- If a guest who does not fall within the immediately preceding bulleted point is denied boarding at embarkation or reboarding, or is disembarked during the voyage due to a positive COVID-19 test or being suspected of having COVID-19, the cruise line will assist with coordinating travel arrangements necessary to get the guest back home but will not be responsible for any associated costs.

Obligation to Comply with RCI COVID-19 Policies and Procedures

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

The terms of this Policy are valid from the Effective Date below, subject to change, 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 Royal Caribbean International website or mobile phone application.

**By default, you will be issued a Future Cruise Credit (FCC) for the amount specified, unless and until you request a refund in lieu of a FCC. All refund requests must be made within six (6) months of the date your booking is cancelled or the scheduled embarkation date, whichever is earlier, or you will only be entitled to a FCC for the amount specified.*

****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: 5/3/2022