

**IMPORTANT NOTE:** In response to COVID-19, we have implemented and enhanced our health and safety procedures and policies in an effort to protect our guests, crew and ship visitors, and to reduce the risk of exposure to COVID-19 and other infectious diseases on-board our ships.

Please note that by booking a cruise holiday with us, you acknowledge that we have implemented the protocols mentioned in these terms and conditions in an effort to protect the health and safety of our guests, crew and ship visitors, and that you have read, understood and accepted them.

It is a condition of boarding and remaining on-board any of our ships that all guests throughout their stay comply with our Guest Health Safety and Conduct Policy and all of our health and safety policies and procedures as notified by us.

These Supplementary Terms and Conditions are valid from the date of publication, are subject to change, and will likely evolve as sail dates approach. We are working with Israel's health authorities to adapt to real-time public health standards. If there is an inconsistency or conflict between any of the terms of these Supplementary Terms and Conditions and the standard Booking Terms and Conditions applicable to your cruise, the provisions of these Supplementary Terms and Conditions will prevail.

## **IMPORTANT NOTICE: Before you book your cruise**

We are taking various steps to protect your health and safety and in order to provide a safe environment for your cruise with us.

Please note that additional procedures and protocols might apply to your cruise based on regulatory requirements referred to at the end of these Supplementary Terms and Conditions.

In keeping with current health and safety guidelines, we will require our guests to be tested or to be vaccinated before cruising with us. Children under 16 do not require vaccination but may be asked to take an accredited PCR or Antigen (at our discretion) test before sailing. We will update you before sailing if these requirements change.

### **Government Advice**

We recommend that prior to travelling you check the Ministry of Health Israel website at <https://www.gov.il/en/departments/topics/corona-main-sub> as well as the national health authorities of any countries you may visit, for the latest advice and information about travel, your health and safety, and more.

Due to current government guidance and restrictions, we can only accept a booking from you for a sailing from Israel if you and all those for whom you are booking are permanent residents of Israel. Proof of residence may be requested before we can confirm your booking or permit you to sail with us.

### **Fitness to travel**

## COVID-19 SUPPLEMENTARY TERMS AND CONDITIONS ("COVID-19 TERMS")



You must disclose to us any pre-existing medical condition (whether or not diagnosed by a doctor) of which you are aware, including whether you have contracted or suffered symptoms of any infectious disease (including norovirus, salmonella or COVID-19) within 14 days prior departure.

We reserve the right to request additional information relating to you and your travelling party's medical history, and/or evidence that you and your travelling party are fit to travel before or after we accept your booking.

If we consider that, because of your health circumstances your booked cruise presents a health risk to you or others, we will contact you to explain our reasons and discuss any available options.

Please note that we may share with or receive from third party medical service providers any health information and/or samples you provide to us for the purpose of assessing your fitness for sailing at any stage in the booking process, prior to attending the port, at the port, and during your cruise. This processing shall be carried out in compliance with your legal privacy rights.

### Denial of Boarding

Please note that you (and your traveling party) will be denied boarding including re-boarding if:

- You test positive for COVID-19 prior to boarding including at home or at the port;
- You display any symptoms of COVID-19 on arrival at the port terminal, including a temperature over 38.0 C, newly developed cough, loss or change to your sense of taste or smell, shortness of breath, or other symptoms of an infectious disease, at our medical staff's sole discretion;
- You live in an area that is put into lockdown (including regional lockdown) or is in continued lockdown on the day of your cruise;
- You live with or have been in close contact with someone who has tested positive for COVID-19 or is displaying (any) symptoms of COVID-19 in the two weeks prior to your cruise; or
- You have not been certified as either vaccinated or recovered from COVID-19 (if over 16) and/or you have travelled outside of Israel to a country not approved by the government of Israel less than 14 days prior to boarding.

If you are denied boarding for any of the reasons above, you will be entitled to a full refund.

### Sickness Onboard

If you test positive for COVID-19 when you are onboard, we will provide a 100% refund of the price of your cruise for you and your travelling party, we will provide your medical treatment onboard and we will arrange safe quarantine for you and your travelling party as required. We will also make arrangements for your return home and for the return home of your travelling party. We will bear

the reasonable costs of these arrangements. However, we strongly recommend that you to take out adequate travel insurance to cover these and any supplementary costs, in accordance with our standard booking conditions.

## **Before you arrive at the Port**

Online check-in will open well in advance of your cruise. We will let you know when online check-in will open and will close for your sailing. Completing the online check-in process for all the guests in your reservation will save you from needing to fill out forms at the pier and ensure you have enough time to complete the pre-boarding health screening process.

You may be required to complete a health declaration questionnaire at any time prior to sailing. We may also require proof of vaccination, and you may be required to test negative for COVID-19 prior to departure. These tests may include swabs of the nose and throat. If we identify that you may have been exposed to or may have been infected by COVID-19, we may require that you and your travelling party do not travel to the port. Anyone denied boarding in these circumstances will receive a full refund of your cruise fare. Please note that guests of all ages must undergo these tests.

If we require that you take a test for COVID-19, you must ensure that you continue to take reasonable precautions to protect your health between the time of the test and arriving at the port for your cruise. If you feel unwell before your cruise, we ask you not to come to the port for your cruise.

## **Arrival at the Departure Port**

Mandatory pre-boarding health screenings may be conducted at the port and special health and safety procedures may be in place during boarding.

The pre-boarding health screening may include as a minimum, verification of details provided in your health declaration questionnaire and a temperature screening. It may also require a test for COVID-19. If any of the information you have provided to us indicates that you may be at heightened risk of having been exposed to COVID-19 or of having contracted COVID-19, you will go through a secondary health screening process at the port. This will be conducted by a medical professional and may include, but will not be limited to, temperature screening, swabs taken from the nose and/or throat, and verification of any fit to travel requirements for those who are High Risk Guests.

You must provide clear and accurate information at all times during your interactions with us and those service providers who support the provision of the services necessary to deliver your cruise, and you must cooperate with our staff and those service providers throughout the health screening and boarding process. Further details about the screening and testing process will be provided to you in good time ahead of your cruise.

We reserve the right to deny boarding to any guest exhibiting symptoms of contagious diseases, including COVID-19, or whose health screening results show they may have contracted such diseases.

The same right to refuse to allow you to travel with us or to use any of our services applies during your cruise where you are or appear to be unfit to travel or otherwise display symptoms of a viral or infectious illness (including as a result of diagnostic or monitoring data).

## **During your cruise**

### **Steps to help protect yourself and our other guests:**

Throughout the duration of your cruise, you should follow any advice from the Ministry of Health, Israel, and observe these simple rules to protect yourself and other guests:

1. Wash your hands regularly;
2. Avoid touching your face with your hands;
3. Catch coughs and sneezes in a tissue and dispose of the tissue immediately;
4. Wear an approved form of mask in accordance with instructions and signage;
5. Observe physical distancing rules;

### **Health Monitoring on-board**

We are implementing a detailed disease prevention program which may include regular temperature screening, and/or testing for COVID-19. We may also require you to participate in contact tracing processes to help control the spread of COVID-19. This may include CCTV footage to supplement the information we collect about the use of wearables and other information held in our systems, to help us to understand where you have been onboard and with whom you have been in contact. Data may be collected and shared with national Health Authorities to understand patterns of interaction in different areas on board the ship. More information can be found in our privacy policies. Participation in any health monitoring and contact tracing processes that we use onboard will be mandatory. Refusal to participate will be considered a breach of the Guest Health Safety and Conduct Policy, a breach of your contract with us and could lead to you being disembarked from the ship.

### **Reporting obligation**

Guest experiencing any symptoms of communicable disease, however mild, including symptoms of COVID-19, diarrhoea, or vomiting, must immediately return to their stateroom and report to the ship's medical personnel by calling the medical facility onboard.

Guests must also immediately report symptoms for members of the guest's traveling party, or ensure those persons experiencing symptoms immediately return to their respective stateroom(s) and report to the ship's medical personnel by calling the medical facility onboard.

Where necessary, if your condition is deemed contagious, you may be confined to your stateroom or placed in quarantine to avoid your condition spreading to other persons on-board or beyond.

If you do not have symptoms but a member of your travelling party has experienced symptoms, you must ensure that they have notified us of their symptoms and you must self-isolate in your stateroom in accordance with guidance from the medical facility on-board. You may be required to move to a new stateroom which has been set up and allocated for isolation/quarantine.

## Change in itinerary

Advertised ports of call and/or shore excursions may be changed or cancelled due to restrictions placed by local government or port authorities. This may also result in changes to the duration of your cruise. We will of course do our best to avoid any changes that will have a significant detrimental effect on your last confirmed itinerary. However, we cannot accept any liability with respect to any changes outside our control. Please carefully review the terms of your travel insurance to ensure that it covers all costs and liabilities which you might incur as a result of a change to or the cancellation of your cruise.

## Visiting ports and shore excursions

For cruises which do include scheduled ports of call, we may need to restrict disembarkation to guests who participate in shore excursions which are selected for us and operated by independent tour operators and local specialists. Our ability to provide shore excursions is heavily dependent on local laws and regulations therefore some amenities in various destinations may be restricted or closed, and movement may be restricted due to physical distancing requirements. When you are either disembarking or embarking the ship at a port of call, you may be subject to additional mandatory health screening and checks. We will provide you with details of any additional health screening and checks prior to disembarkation at a port of call.

Please note that we assume no liability for loss or injury suffered by guests or third-parties as a result of an onshore excursion or activity not booked with RCL. Our liability for excursions booked with RCL is detailed in the general booking terms and conditions at Clauses 4.6 and 5.7.

## On-board facilities

Please be aware that our on-board facilities and/or venues may be closed or restricted or subject to additional procedural requirements due to health and safety considerations, local laws or operational reasons.

We will be implementing strict hygiene control processes whilst you are on-board our ships. These will include, but are not limited to, the following:

- On-board shopping or retail facilities - these may be restricted or suspended at our sole discretion. We strongly advise you telephone in advance to check any special procedures before making your visit. In addition, we may impose rules regarding the handling, delivery or return of purchased items (including on-board services) from time-to-time to seek to ensure a safe on-board environment for all guests.
- Dining venues - all guest dining procedures and facilities are subject to our health and safety protocols in order to prevent the spread of infection. Dining facilities have been configured for your safety and may require adjustment from time-to-time, meaning that your preferred option may not be available. Extra hygiene and sanitation processes may be imposed as required in our dining facilities, and you must comply with any requirement as notified in order to use the facilities.

- Room Service - will be subject to safe distancing rules, and if required our crew will be equipped with protective clothing. In certain cases, your order may be left outside your stateroom, you will be required to bring it into your stateroom and to leave your tray outside your stateroom for collection. Tray or trolley collections may also be restricted to room cleaning times, according to the ship cleaning schedule which will be advised to you in advance.
- On-board bar and lounge facilities and the sale of alcohol on-board - may be temporarily or permanently restricted or suspended due to health and safety requirements or operational issues, as determined in the sole discretion of the Captain and safety or medical crew.
- Private gatherings in staterooms - you may be required to refrain from private social gatherings in staterooms.
- Designated smoking areas - we have designated certain areas of the ship as smoking areas. These areas are subject to closure and physical distancing requirements.
- Casinos – special processes may be introduced in our casinos for health and safety purposes, and on some cruises our casinos or gaming facilities are closed and will not operate. You must comply with any legal requirements or laws relating to gambling that apply to your cruise.

## Stateroom

Whilst we will make every effort to provide you with a stateroom appropriate to your needs, please be advised that due to health and safety requirements (including physical distancing requirements), we may not be able to provide you with your preferred stateroom specification. In addition, please note that social gatherings in staterooms may be restricted or prohibited during your cruise due to health and safety or operational reasons.

## Preparing for disembarkation

Your luggage may be electrostatically sprayed after you leave it outside your stateroom for collection, and you may be asked to wear any disposable gloves and any protective clothing provided to you for use during the disembarkation process.

We anticipate that disembarkation will take place at scheduled times and in notified groups. No special requests for early or delayed disembarkation can be accommodated due to the current health and safety processes in place.

## After your cruise

Disembarkation, customs clearance, immigration and health screening checks will be carried out in strict compliance with local port regulations. This may cause some delay in your homeward or onward journey, and while we apologise for any inconvenience that may be caused, we do not assume any liability for resulting disruption caused by our compliance with health and safety procedures and/or local regulations applied from time-to-time.

**Check guidance** – Please regularly check the website of the Ministry of Health, Israel at <https://www.gov.il/en/departments/topics/corona-main-sub> for the latest guidance.