GENERAL INFORMATION & BOOKING CONDITIONS - SINGAPORE

You are viewing the Booking Conditions applicable to cruises with Royal Caribbean International (and any related goods and services booked through Royal Caribbean Group). .
These Booking Conditions are applicable only to guests whose Primary Country of Residence is Singapore. If your Primary Country of Residence is not Singapore, then please visit https://www.royalcaribbean.com/guest-terms/ to determine the Booking Terms and Conditions that apply to you.

"Primary Country of Residence" means the country where you primarily reside at the time of booking the cruise. This should be indicated by you, your agent, or other representative at the time of booking the cruise or at online check-in.

These Booking Conditions are governed by the laws of Singapore, and any claims or disputes must be resolved by alternative dispute resolution or under the laws and exclusive jurisdiction of the Courts of Singapore.

If you have any questions about which Booking Conditions apply to your booking (or any related goods and services), please speak to your travel agent or your local RCL representative. In the event of any inconsistency with a previous version of our Booking Conditions, these Booking Conditions shall prevail unless we notify you otherwise.

The following Booking Conditions together with our General Information and Guest Health, Safety and Conduct Policy form the basis of your contract. The parties to that contract are yourself and either Royal Caribbean Cruises Ltd or RCL Cruises Ltd as will be determined as being the "Carrier" under these Booking Conditions, who shall accept legal responsibility for the proper performance of this contract as set out below.

"Carrier" shall include: (i) the Vessel, or any substituted ship; its launches or crafts (ii) the Vessel's operator, owner, manager and charterer; and (iii) with respect to the Land Tour portion of any CruiseTour, the operator of that Land Tour ("LTO").

In these Booking Conditions, 'you' and 'your' means all persons named on a booking and 'we', 'us', 'ourselves' and 'Royal Caribbean' means either Royal Caribbean Cruises Ltd or RCL Cruises Ltd as will be determined as being the Carrier under these Booking Conditions. RCL Cruises Ltd. RCL cruises Ltd. is a UK registered subsidiary company and UK sales and marketing agent of Royal Caribbean Cruises Ltd. In these booking conditions, 'you' and 'your' means all persons named on a booking and 'we', 'us', 'ourselves', 'Royal Caribbean®' and 'Royal Caribbean International®' means either Royal Caribbean Cruises Ltd or RCL Cruises Ltd. Your local booking office is Royal Caribbean

Cruises (Asia) Pte Ltd with address at 3 Anson Road #13-02 Springleaf Tower Singapore 079909.

If you book a Royal Caribbean® cruise-only holiday, fly cruise holiday or build your own package with us, you can have the peace of mind in knowing that we shall have responsibility for the proper performance of all aspects of your holiday.

If you book an Royal Caribbean® cruise only holiday in conjunction with other services (such as flights, on-shore accommodation and/or ground transfers) which are arranged or provided by a travel agent or tour operator ('travel organiser') with whom you book and not provided by us, your contract for your entire holiday including the cruise and all other such services and arrangements will be with your travel organiser and not with us. The travel organiser's own Booking Conditions will apply to your contract). Please ensure you obtain a copy of these from your travel organiser before or at the time of booking. Please note we do not have any liability to you in these circumstances. However, in the event we are found liable to you on any basis, our liability and/or obligations to you or your organiser will be no greater or different to the liability and obligations we have under these Booking Conditions to consumers who have a contract with us. In any such situation we will be fully entitled to rely on all defences, exclusions and limitations contained in the Booking Conditions set out below.

We have additional measures and Supplementary Terms and Conditions in relation to COVID-19. These detail our health screening and testing processes before you sail to ensure that you do not have COVID-19. You must participate in and follow the processes we put in place, including health screening and testing, to prevent the spread of COVID-19 onboard. We have enhanced sanitation onboard and have made changes so that you can social distance onboard. This may mean that some facilities and restaurants are not open at full capacity or may change from time to time. You will be required to isolate onboard if you contract, or we suspect that you have contracted, COVID-19. You must have travel insurance which covers your medical care, quarantine and repatriation in the event that you contract COVID-19. We will provide a future cruise credit if you have symptoms of COVID-19 before you sail. We may refund all or part of your cruise fare if you test positive for COVID-19 during the sailing. Governments and public authorities continue to develop their policies and change their rules. Our own processes and procedures change in line with those policies. This means we may need to make changes to your sailing and/or what we require of you before and during your sailing with us. Please also take note of our Refusal to Transport Policy.

We have published an update to our Privacy Policy which details how we will use your personal data as part of the additional steps we are taking in relation to COVID-19. Please be aware that we will collect and use personal information, including health information, in connection with these measures, and may disclose it to health or port authorities, if required.

Please see Simplified Chinese versions: Supplementary Terms and Conditions & Privacy Policy

GUEST HEALTH SAFETY AND CONDUCT POLICY, AND OTHER POLICIES

It shall be 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 ("Guest Conduct Policy"). This policy is designed to ensure that all guests are able to participate in a safe and enjoyable cruise vacation and, as such, the Guest Conduct Policy sets forth standards of conduct for guests to follow throughout their Royal Caribbean International cruise vacation, including transfers to and from ships, inside terminals, while on-board, at ports of call, during shore excursions and at our private destinations. Please review the Guest Conduct Policy at www.royalcaribbean.com.sg/terms-and-conditions or contact your local booking office for further details in advance of travel.

HOW DO I BOOK A CRUISE VACATION?

Call us at +65 6305 0033, visit us at RoyalCaribbean.com.sg or contact your travel agent. Any travel agent used by the guest in connection with making arrangements for a Royal Caribbean® cruise, air tickets or any related travel, lodging and tours is the guest's agent. Royal Caribbean® is not responsible for any failure by the guest's travel agent to remit the guest's non-refundable deposits or payments to Royal Caribbean®, and the guest shall remain liable to Royal Caribbean® for any portion of the cruise or related fares that Royal Caribbean® did not receive. Similarly, Royal Caribbean® is not responsible for any failure by the guest's travel agency to remit a refund from Royal Caribbean® to the guest.

HOW DO I MAKE A RESERVATION?

For bookings made via our Call Centre, a non-refundable deposit must be made in order to reserve a stateroom and receive a written confirmation. For 1 to 5-night cruise vacations a non-refundable deposit of SGD100 per person is required; for 6 to 9-night cruise vacations, a non-refundable deposit of SGD500 per person is required; for 10-night and longer cruises or cruise tours, a non-refundable deposit of SGD700 per person is required to confirm your reservation. Non-refundable deposit requirements are the same regardless of the number of stateroom occupants, unless otherwise noted.

Should you wish to make a web booking, be advised that full payment must be made at the time of booking in order to reserve your stateroom.

WHEN IS THE FINAL PAYMENT FOR MY CRUISE VACATION DUE?

For call centre bookings, final payment of the balance must be received at Royal Caribbean offices at least 70 days prior to the sailing date for regular sailings and 90 days prior to the sailing date for holiday sailings. The payment schedule for groups is different from that of individuals. Please consult your travel agent for details. You will usually have access to your cruise documents 30 days prior to your sailing as long as your reservation is finalised.

For bookings made via our website, full deposit must be made at the time of booking in order to reserve your stateroom.

HOW SHOULD I PAY?

Payment should be made to your travel agent if you have booked your cruise through a travel agency. If you book your cruise directly with Royal Caribbean, you may pay us via cheque or credit card. Royal Caribbean accepts American Express®, MasterCard® and Visa® credit cards for individual bookings. If you purchase a holiday package that includes air, hotel or any other services offered by your travel agent or wholesaler, different terms and conditions regarding acceptance of credit cards for payment may apply. Please check for details.

WHAT DOES THE CRUISE/CRUISETOUR PRICE INCLUDE?

The price of your cruise vacation includes accommodation, most dining options, entertainment* onboard ship, onboard gratuities and all relevant port expenses and taxes and fees. Prices are cruise-only, per person, based on double occupancy and vary based on date of reservation, sailing date and stateroom category. Prices are subject to change without notice. The cruise vacation price does not include air transportation (except as noted); transfers (except as noted); optional shore and land excursions; meals and accommodation ashore (except as noted); certain beverages; casino gaming; photographs; gratuities; internet, telephone calls; specialty restaurants onboard certain vessels; purchases from the ship stores; or items of a personal nature such as medical services, laundry, massages, spa treatments or salon services. Some of these items may be purchased separately.

*A charge may be made for some entertainment activities onboard.

The Cruisetour price includes the standard cruise components plus all transportation, hotels, transfers and sightseeing as indicated in this brochure. Meals on the land portion of the tour are not included except as indicated.

WILL THE PRICE CHANGE?

Where permitted under Singapore law, Royal Caribbean International reserves the right to change, whether via an increase or decrease, any published rates, including cruise rates and airfare charges, without prior notice. We also reserve the right to impose on any existing booking or new bookings (whether paid in full or not) a supplement for fuel or other matters without prior notice as provided in our Cruise Ticket Contract. In addition, we reserve the right to pass through any third-party imposed fuel or other surcharges, also without prior notice. The guest will remain liable for any applicable taxes, fees or surcharges that may be assessed by any governmental or quasi-governmental agencies. Such assessment is subject to change without notice at any time, whether or not you have a confirmed booking under non-refundable deposit or if you have made final payment.

Any and all information contained in this brochure, including prices and terms and conditions, is subject to change at any time without notice. If you purchase a Fly Cruise Package from Royal Caribbean, Royal Caribbean reserves the right to reassess the airfare component of any flight charges as supplied by Royal Caribbean to a customer covering any fuel surcharge, security or other increases as passed onto Royal Caribbean. All non-refundable deposited bookings remain, until fully paid to Royal Caribbean International, subject to currency fluctuation and adjustments without notice.

Service Fees: Any changes or cancellations to your cruise/Cruisetour or Air Arrangements (to which a cancellation charge does not apply) may be subject to additional fees such as service fees for documents.

SHOULD I HAVE TRAVEL INSURANCE?

All international guests should have fully comprehensive travel insurance valid for the duration of their vacation. We suggest you discuss with your travel agent the various insurance policies that are available to ensure you obtain one that is suitable for you. Guests may also purchase insurance directly with Royal Caribbean Cruises (Asia) Pte Ltd. Royal Caribbean Cruises (Asia) Pte Ltd can arrange the provision of a policy that provides protection in the event of trip cancellation, interruption, personal illness, injury, medical fees or damage to property. Verification of your travel insurance policy may be required by Royal Caribbean International or its agents from time to time so you should take this policy with you when travelling.

IF I HAVE TO CANCEL MY CRUISE VACATION, WILL I RECEIVE A REFUND?

Our cancellation policy for your cruise is as set forth below. Please check with your travel agent for cancellation policies or fees applicable to additional services they may sell to you on their own. The cancellation date applies from the date your written notice of cancellation is received in our office from your travel agent. Consult your travel agent concerning cancellation charges for single, third and fourth guests. No refunds will be

made if you don't show up for your cruise or if you interrupt or cancel your vacation once it has begun. Please note unused travel vouchers cannot be refunded.

CRUISE-ONLY CANCELLATION POLICY

Itinerary	Days Prior to Sailing	Charges (per person)
1 - 5 Nights	69 - 45 days	SGD 100 Full Deposit (Deposit is refundable, except in the case of non-refundable deposit promotions)
	44 - 30 Days	25% of Total Fare
	29 - 15 Days	50% of Total Fare
	14 Days or less	No Refund
6 - 9 Nights	89 - 57 days	SGD 500 Full Deposit (Deposit is refundable, except in the case of non-refundable deposit promotions)
	56 - 29 Days	50% of Total Fare
	28 - 15 Days	75% of Total Fare
	14 Days or less	No Refund
10+ Nights	89 - 57 days	SGD 700 Full Deposit (Deposit is refundable, except in the case of non-refundable deposit promotions)
	56 - 29 Days	50% of Total Fare
	28 - 15 Days	75% of Total Fare
	14 Days or Less	No Refund
Holidays (Any Sail nights)	89 - 57 days	Full Deposit (Deposit is refundable, except in the case of non-refundable deposit promotions)
	56 - 29 Days	50% of Total Fare
	28 - 15 Days	75% of Total Fare
	14 Days or less	No Refund

NOTE:

a. Amendment of reservation (regardless of it being a refundable or non-refundable deposit booking) within the cancellation period is considered a cancellation and will be subject to cancellation charges as per above. Amendment made outside of 69 days prior to departure for sailings up to 5 nights or 89 days for 6 nights and above sailings will be charged a change fee of SGD100 per guest. The booking will be re-priced in-line with the up-to-date business and price rules and a new confirmation invoice will be issued.

b. Royal Caribbean reserves the right to cancel or substitute any scheduled port of call/itinerary/price/program/vessel/cabin at any time without prior notice.

A change fee of SGD100 per guest at 69 days prior to departure for sailings up to 5 nights, and SGD100 per guest at 89 days prior to departure for 6 nights and longer sailings. Any changes made within final payment window are prohibited and will be considered a booking cancellation.

c. For bookings made directly by you with travel agents, please consult your travel agent for non-refundable deposit, payment, cancellation and other information. Terms and conditions that apply to group bookings may be different to those which apply to individual bookings.

d. All cancelled bookings will incur loss of any non-refundable booking deposit paid to RCL.

INFANT AND MINOR POLICY

On our ships which are sailing from ports in Europe, Asia, South America, Australia or New Zealand, no person under eighteen (18) (a 'minor') may sail on any cruise holiday or have a stateroom on his or her own unless accompanied by a parent, a legal guardian or authorised person* who is over the age of eighteen (18). Please note, that for any of our ships sailing from a port in the US or Canada, the minimum age for the above policy will be twenty-one (21). *For minors under the age of eighteen (18) at the start of the sailing who are not travelling with at least one of their Parents or a Legal Guardian, written authorisation to travel from a parent/legal guardian must be provided. Minors travelling with an adult(s) who is not the parent or legal guardian shall be required to present (a) the minor's valid passport, (b) all applicable visas and (c) *where the minor is under the age of eighteen (18), an original legally affirmed or notarised letter signed by at least one of the child's parents/ legal guardians. Where such letter is required, the letter must authorise the travelling adult to take the minor/s on the specified cruise and must authorise the travelling adult to supervise the minor, sign applicable sports waivers and permit any medical treatment that must be administered to the minor which in the opinion of the treating doctor needs to be carried out without delay. A letter can be legally affirmed or notarised by a practising solicitor, notary or commissioner for oaths for a fee. If such evidence is not produced, the minor(s) concerned will not be permitted to board the ship or undertake the cruise.

Royal Caribbean International® will not be responsible for any costs, expenses or losses suffered as a result either by the minor affected, the person(s) paying for their cruise (if not the minor him/herself), or any persons travelling with the minor who decide not to continue with the holiday as a result of the failure to produce a letter of authorisation as set out above. Please note: that parent(s)/legal guardian travelling with a child who has a different surname to the parent(s)/legal guardian, will be required to produce official proof such as a full Birth Certificate/Wedding Certificate/divorce papers to prove that they are the parent(s)/legal guardian of the children concerned. Proof of legal guardianship is also required where there is a minor travelling with their legal guardian. Individual staterooms can be booked by married couples whose minimum age is sixteen (proof of marriage is required at time of booking). Individual staterooms may only be occupied solely by minors where such staterooms are adjacent (directly opposite or next door) to the stateroom of the parent or Legal Guardian of the minor. Onboard there are certain facilities where each entry is restricted by age. Persons using the Elemis AquaSpa

must be over the age of 18. Full details of onboard facilities with age restrictions are contained within the Daily Programme, which is available from the Guest Services Desk.

The minimum age for infants to sail is six (6) months, as of the date of sailing and twelve (12) months, as of the date of sailing for Transatlantic/Transpacific Ocean Voyages, Hawaii, Australian, selected South American cruises and other selected cruises. For the purposes of this policy, any cruise that has 3 or more days consecutive at sea will require infants to be 12 months old on the first day of the cruise/CruiseTour. The health and safety of our guests is our number one priority. As such, in consideration of the limitations of the shipboard medical facility, equipment and staff, the company cannot accept waivers, releases or requests for exceptions to this policy.

ONBOARD CREDITS

All complimentary onboard credits for all voyages, if applicable, will not be redeemable for cash and will be non-transferable. Guests who do not use the full amount of their complimentary onboard credit during their sailing will not be refunded any of the remaining credit.

WHAT TRAVEL DOCUMENTS AND IDENTIFICATION DO I NEED?

Before leaving home, please take a few minutes to familiarize yourself with the required travel documents you will be asked to provide prior to boarding the ship. It is the sole responsibility of the guest to identify all travel, inoculation and health requirements, and to obtain and have available when necessary the appropriate valid travel documents such as passports, visas and inoculation documents required for boarding the ship and entry into the countries visited on your cruise. For your protection, we recommend that your passport expiration date not occur within six (6) months of the voyage termination date. Your passport will be held by the Purser's Office, for Customs & Immigration requirements, and returned to you at the end of your cruise. Non-U.S. citizens: Valid passports and visas (when needed) are required. Visas/Inoculations: Please check with a travel agent, embassies, consulates, your physician or local health department to determine current travel and health documentary requirements. Guests who do not possess the proper documentation may be prevented from boarding the flight or ship, disembarking or entering a country, and may be subject to fines. If as a result of your lack of proper documentation, a fine or other cost is incurred by any member of the Royal Caribbean group of international businesses as a direct consequence, you agree to reimburse us for any such expenses. No refunds will be given to individuals who fail to bring proper documentation. If you are traveling to the USA under the Visa Waiver Programme (VWP), you will have to present a valid machine-readable Passport (If you are unsure as to what type of passport you hold, please check with your immigration office. In addition, children travelling on VWP will no longer be

eligible to travel to the USA on a parent's passport and will be required to hold their own valid machine-readable Passport.

WHAT INFORMATION MUST I PROVIDE TO YOU AND WHY?

With effect from 01 January 2003, the legislation requires us to pass onto the US Immigration Authorities, or other authorized bodies certain personal and other details relating to our passengers. You must provide the relevant details at the time of booking your cruise, or no later than 70 days prior to your departure, whichever is the later. This information includes certain personal information, passport, emergency contact, hotel/residential address while in USA and insurance details. We will inform you at the time of booking, or as soon as we become aware, of the exact details required.

Please visit our website at WWW.royalcaribbean.com/onlinecheckin and submit these details online. You will need to have your booking ID and date of sailing on hand or, if we have already received this information from you at the time of booking, verify that the details we are holding are complete and accurate. If you do not have access to the Internet, please contact us or your travel agent who will advise you on how this information can be provided or verified. Our procedures may change and we will inform you of any changes at the time of booking or as soon as possible thereafter. If you fail to supply the details requested, both fully and accurately, you may not be permitted to board your cruise ship and/or outward and/or return flight. We will not accept any liability in this situation and we will not pay you any compensation or make any refunds. You will be responsible for your onward/return travel arrangements. If failure to have this information results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

WHAT SHOULD I PACK?

Days onboard are casual, and to be most comfortable, we suggest packing the following:

· Jeans or slacks.

· Several sweaters, a jacket, or windbreaker.

· Low-heeled shoes for deck activities or walking.

· Also, don't forget your camera, binoculars and a swimsuit! For evening wear, count on three basic types of attire.

· Casual: dresses or slacks and blouses for women; sport shirts and trousers for men

· Smart casual: dresses or pantsuits for women; jackets for men.

· Formal: cocktail dresses for women; suits or jacket and tie, or tuxedos for men. Tuxedo rental service is available through Royal Caribbean.

Ashore, you'll need comfortable walking shoes or hiking boots. On your shore excursions, all destinations are casual. Please hand-carry all valuables, medication and travel documents. If you are cruising to Alaska, Canada, New England or Europe: Nights on deck can be cool, so bring sweaters, jackets and long pants. You may also want to bring a raincoat, hiking shoes, and a travel umbrella. And don't forget your swimsuit: It may be cooler outside, but it's always warm inside our glass-enclosed Solarium.

TRAVELLING WITH YOUR LUGGAGE

There are restrictions on the amount, size, weight and content of the luggage you may take on any flight. Please check with your airline or travel agent for the luggage limit that applies to your flight. On the day of boarding, make sure to affix your bag tags (with your name and cabin number clearly written) to your luggage so that it may be delivered to your stateroom. If you are unable to locate your entire checked luggage or notice that your luggage has been damaged, you should notify your air carrier before leaving the airport by: Filing a damaged or missing luggage claim (Property Irregularity Report), your airline will provide you with a baggage claim ID; Notify your air carrier that you are a cruise line guest and the name of the ship you're sailing on; Provide them with a copy of your Travel Itinerary and the cruise line phone numbers, so that they can ascertain where the ship will be berthed at each port of call. Enquire from your airline on your entitlements in the case of lost luggage. Upon boarding the ship, notify our Guest Relations Desk of your delayed luggage situation.

HOW DO I FIND OUT ABOUT AND PAY FOR SHORE EXCURSIONS?

To get the most enjoyment out of your visit to a port of call, we recommend you select one of our shore excursions, which have been planned by our travel experts and are recommended by the authorities for the particular ports. Prices vary for each excursion and are subject to change. To ensure you do not miss out on your chosen shore excursion, we strongly recommend that you visit our website RoyalCaribbean.com.sg to reserve your place. These must be booked at least 5 days prior to your sailing date. Please note that by purchasing your shore excursions in advance you will avoid the need to visit the busy Explorations Desk onboard the ship. Shore excursions can also be booked onboard however places are limited and therefore we recommend you book online to avoid disappointment. The staff at the Explorations Desk onboard will be happy to provide you with information to book your shore excursions. The cost will be charged to your SeaPass® account. Some of the shore excursions are subject to

minimum numbers and may be cancelled if requirements are not met. Proof of certification is required for all scuba tours.

Alternatively, you are free to explore and make your own arrangements at each port of call, visa permitting. Please note that some shops/museums in various ports may be closed due to local holidays or customs.

IMPORTANT INFORMATION: SHORE EXCURSIONS AND RELATED ACTIVITIES

Please note Carrier's COVID-19 Policies and Procedures may impose certain restrictions on shore excursions relating to participation, location, time, eligible venues and persons with whom a guest may come into contact, as well as restrictions on the number of guests going ashore. Guest understands and agrees that Carrier may prohibit Passenger from going ashore in any port of call, and/or limit guests going ashore for health-related reasons in its sole discretion.

The information contained relating to shore excursions on our systems and documentation is correct to the best of our knowledge at the time of issue. Our descriptions may refer to activities that are available in the ports you are visiting. Please note that these excursions are owned and operated by local operators who are independent third parties. We have no responsibility for any such activities, as they are neither run, supervised nor controlled in any way by us. These activities are provided by local operators who are entirely independent of us and we act as the agent for these operators. They do not form any part of your contract with us even where we suggest particular operators/centers and/ or assist you in booking such activities in any way, unless they are expressly booked as part of your package holiday.

Agreements you enter into directly with providers in relation to shore excursions are between you and the local operators, and do not form any part of your contract with us, irrespective of the fact we may provide practical assistance to you in booking such activities or even make the booking on your behalf. Accordingly, we cannot accept any liability, whether in contract, tort or otherwise, in relation to such activities.

Shore excursions may involve or require physical exertion, or involve a degree of risk or danger, and you should carefully consider whether the shore excursion is suitable for you. It is your responsibility to adequately research any shore excursions and/or activities you intend to participate in and make any relevant enquiries of the third-party operators of same to ensure that you are prepared with appropriate attire for the excursion/activity, including any necessary attire for difficult/dangerous terrain, physical exertion for long periods, and/or extremes of weather.

Accordingly, we cannot guarantee that shore excursions are available generally or for guests with disabilities – please contact us or your travel agent for information on specific excursions.

Special arrangements for those guests with reduced mobility or disability may be available on certain shore excursions that have been risk assessed as suitable. For details including any cost consequences for making those special arrangements, please email shorexaccess@rccl.com with details of any special requirements. Where applicable, please also provide wheelchair/scooter dimensions, weight and battery type. Tours involving flights, special events, overland and hotel stays can result in costs to us and may be subject to a cancellation fee

We cannot guarantee and do not make any representations as to the accuracy of any information given by us or local operators in relation to such activities or about the resorts/area/location you are visiting generally (except where this concerns the services which will form part of your contract) or that any particular excursion or activity which does not form part of our contract will take place, or the way in which it will take place, as these services are not under our control.

If you feel that any of the activities mentioned, which are not part of our contract, are vital to the enjoyment of your holiday, write to us immediately and we will tell you the latest known situation. If we become aware of any material alterations to resorts/area information and or such outside activities, which can reasonably be expected to affect your decision to book a holiday with us, we will pass on this information at the time of the booking, though we cannot guarantee to do so.

Notwithstanding the above, you acknowledge and agree that the very nature of recreational activities on the shore excursion that you are participating in can be dangerous, with inherent risk, dangers and hazards and personal injury (and sometimes death) can occur, and you agree to assume and accept all risks of personal injury or death which may occur. The potential dangers and risks associated with these activities may include but are not limited to difficult and dangerous terrain, physical exertion for long periods, extremes of weather including sudden and unexpected changes and evacuation difficulties in the event of injury.

By using, participating in, engaging, or booking a shore excursion you accept these risks and agree that Royal Caribbean International® [Celebrity Cruises], Carrier, its employees, directors, agents, contractors and third party operators are not liable to any claim you, your dependents or legal representatives (except where we have been negligence) for, breach of contract or statute or statutory duty resulting in personal injury or death, any direct/indirect or consequential loss or damage including without limitation of financial loss (such as loss of profits or use of capital or revenue or otherwise),or for any punitive, exemplary, special or incidental loss or damage whether such liability arises in contract, tort , equity, from its supply of the shore excursions.

By using, participating in, engaging, or booking a recreational activity you acknowledge, agree and understand that the risk warnings contained above constitute a ‘risk warning’ for the purposes of any relevant legislation.

Please Note: any dispute or claim arising out of a shore excursion must be brought against the local excursion operator, however if such dispute or claim is made against a Royal Caribbean contracting entity, it must be brought in the Courts of Singapore in accordance with laws of England and Wales who shall have sole jurisdiction over such dispute or claim.

TENDERS

In some ports the ship will anchor offshore and use smaller boats which hold around 100 people (known as tenders) to transport guests to shore. Guests will go to a tender platform from which you will board the tender. On occasion and due to operational reasons, it is necessary for us to switch from a docked port of call to a tender. Please note that passengers embark, travel in and disembark tenders at their own risk.

The tender services are provided by independent third parties and Royal Caribbean International does not operate, supervise or control them in any way. Accordingly, we cannot guarantee that tenders are available or even suitable for guests generally or whether they are available and suitable for guests with disabilities or reduced mobility. Royal Caribbean International is not liable or responsible for any illness, injury or death of any passenger or for any damage to, or loss of any luggage or other personal possessions of any passenger arising out of or in connection with travelling and alighting on the tenders, as these services are not under our control.

You are required to follow all directions given to you by the staff on the tenders. If you cause damage to the tender or her furnishings, or equipment, or any other property on the tender, or to any other passenger, you shall be fully liable for such damage and indemnify Royal Caribbean International against all costs or claims which arise.

WELCOME ABOARD

Check-in

Bring your completed cruise documents to the cruise terminal, where one of our friendly representatives will check you in and direct you to the ship. For further check in assistance visit us online at www.RoyalCaribbean.com

b) Hold curser over “Before you board” C) Click “Online Check in”

c) Complete required information and click “Submit’’

d) Select Guest(s) and click “Begin check in”

e) Complete required information and click “save” then continue through Step 1

f) Note: Steps 2, 3 and 4 are optional

Purser's/Guest Relations Desk

The Purser's/Guest Relations Desk is open 24 hours a day to answer any questions you may have.

Planning Meals

We offer all kinds of options, so you can eat formally or casually – in the open air, in a restaurant or in your stateroom – any time of the night or day. Most meals are included in the price of your vacation. An additional Charge will apply for Specialty Restaurants. Times may vary by ship.

Getting Pampered

Whether you want a fresh hot cup of coffee or a late-night snack, our Room Service helps make your cruise vacation hassle-free. A nominal charge will apply for room service.

Preparing to Leave

Just pack and tag your bags before placing them outside your door before midnight on the last night of your cruise vacation and we'll carry them off the ship for you. Details will be provided onboard. We regret we must reserve the right to refuse to allow anyone to travel who, in our reasonable opinion, is physically or mentally unfit to travel or will or may require care beyond that which any traveling companion or we ourselves can reasonably provide.

BEFORE YOU DEPART HOME

Don't forget to pack your passport, other cruise documents, valuables and medications in your carry-on bag. If you are travelling with children, don't forget to pack their documents etc. as well. You'll need your passport and cruise documents to board the ship.

GATHERING DOCUMENTS

Make sure you have the proper forms of identification needed for your particular trip. Give yourself plenty of time to obtain or renew your passport, if necessary. In order to make the boarding process as simple as possible, we strongly encourage you to visit RoyalCaribbean.com/online-check-in to check in online.

WHEN CAN I BOARD THE SHIP?

You should plan to arrive at the pier at least two (2) hours before the ship is scheduled to depart. It is your responsibility to arrive on time. In preparation for prompt departure, cruise check-in will close one hour prior to sailing. Guests arriving after this will not be permitted to board.

Note: For security reasons, guests are not allowed to bring visitors onboard Royal Caribbean ships in any port.

HOW DO I GET TO THE SHIP?

For international guests arriving independently or who have purchased a cruise only, you can proceed to the ship at your convenience. You may however choose to purchase our transfer service where our staff will meet you at the airport in the city of cruise departure and provide transportation between the airport and the ship.

PIER TRANSFERS

If you purchase a pier transfer service, we'll meet you outside of the customs area (or other designated meeting point) after you have claimed your luggage and show you to our coach, in which you'll ride to the pier in comfort. Transfers may be arranged through the local Royal Caribbean office and must be booked at least two weeks prior to sailing. Flight information must be provided in order for the transfer to be confirmed. Guests who do not opt for pier transfer are responsible for all baggage transfers and transportation to and from the pier. For Alaska Cruise tour guests, transfers are not included except in Vancouver. All Royal Caribbean prices are subject to change.

HOW AND WHERE DO I CHECK-IN FOR MY CRUISE?

Simply present your cruise documents and all completed forms to one of our agents in the cruise terminal. They will issue you a Passenger Cruise Card, which will serve as your identification card for boarding and re-boarding the ship. It also acts as your SeaPass® card for on-board purchases as well as indicating your dining room seating assignment. Please be sure to have all visas/vaccinations required for your itinerary.

WHAT ABOUT ALCOHOLIC DRINKS?

The minimum drinking age for all alcoholic beverages on Royal Caribbean International ships depends on the location of the ship at the start of the cruise itinerary. For ships

originating in Europe, Asia, Australia, New Zealand, and South America, the minimum drinking age limit is eighteen (18), however the minimum age to purchase alcohol pre cruise is 21. For ships originating in North America, the minimum drinking age is twenty-one (21). At private shore-side resorts such as Labadee and Coco-Cay and when in US ports, the minimum drinking age is twenty-one (21). We reserve the right to vary minimum age limits without notice where local laws require or where necessary or desirable deemed. If a guest reaches a birthday that will change their adherence to our alcohol policy, they may visit the Guest Relations Desk and on showing their passport as proof of age, their records will be updated to allow them to purchase and consume alcohol. Royal Caribbean reserves the right to ask for proof of age, revoke or otherwise restrict drinking privileges of any guest, regardless of age.

Alcoholic beverages that are purchased in ports of call or from onboard shops will be stored by the ship and delivered to guest staterooms on the last day of the sailing. Security may inspect containers (water bottles, soda bottles, mouthwash, luggage etc.) and will dispose of containers holding alcohol. Royal Caribbean's Guest Conduct Policy may be enforced, up to and including disembarkation, if a guest violates any alcohol policy. Guests under the age of 21 will not have alcohol returned to them unless on an itinerary where the drinking age has been lowered to eighteen (18). Alcohol purchased on board from the Gift Shop for consumption in your stateroom cannot be purchased at a duty-free rate. All alcohol purchased during your cruise at the duty-free rate will be stored by us and only delivered to your stateroom on the last night of your cruise.

Note: An individual's age on the date of sailing determines his or her status for the entire cruise vacation. Guests, who violate any alcohol policies, may be disembarked or not allowed to board, at their own expense, in accordance with our Guest Vacation Policy. Guests who violate any alcohol policies, (over consume, provide alcohol to people under the policy age adopted by the ship on the sailing, demonstrate irresponsible behaviour, or attempt to conceal alcoholic items at security and or luggage check points or any other time), may be disembarked or not allowed to board, at their own expense, in accordance with our Guest Conduct Policy.

ARE THERE ANY ADULT-ONLY ACTIVITIES ONBOARD?

For the comfort of our guests, some areas and activities have been designated as adults only. These areas may vary from ship to ship. Once onboard please consult your cruise compass for details specific to your ship.

WHAT ABOUT GUESTS WITH SPECIAL NEEDS AND DIETS?

Royal Caribbean International can accommodate the following special diets onboard: vegetarian, diabetic, low-fat, low-sodium, low-cholesterol diets. Other special diets such as kosher meals, gluten free and lactose-free may be available upon request (Note: Kosher meals are pre-packed and are only available for dinner in the main restaurant). Dining requests for specific dietary requirements or food intolerances cannot be accepted for any onboard eatery other than the main restaurant. Please submit your dietary request in writing (in as much detail as possible as to your particular requirements) at least 45 days prior to North American sailings, 90 days for European/South American sailings and 100 days for Australia/Asia sailings. Kosher for Passover meal requests MUST be received 90 days in advance. We will endeavour to accommodate reasonable requests, although we cannot guarantee we will be able to meet requirements. Please ask your travel agents for further information. Once onboard, please meet with the Maitre d' to review the menus and address any questions you may have. To receive appropriate assistance, you must be sure your travel agent notifies us at the time of booking of any special need and other relevant information. All guests must ensure that they are medically and physically fit for travel and that such traveling will not endanger themselves or others.

ARE THERE ANY FORMAL HEALTH REQUIREMENTS?

Any condition requiring medical treatment or attention must be reported to Royal Caribbean in writing when the booking is requested or, if such condition arises after the booking is requested, prior to the boarding date for that guest's cruise vacation. Guests dependent on oxygen or requiring oxygen therapy must meet certain requirements prior to boarding the ship. Contact a travel agent for details. Guests who use wheelchairs must provide their own collapsible wheelchair and may find certain areas of the ship inaccessible. Certain conditions (for example, use of tenders) may prevent guests with wheelchairs from going ashore at certain ports of call.

Pregnancy: Royal Caribbean International cannot accept guests who will be more than 23 weeks pregnant at any time during the cruise or CruiseTour. Please contact us if you have already reserved your cruise and do not meet this requirement. Guests will be required to fill out a Public Health Questionnaire prior to arrival or at the pier attesting that they are not more than 23 weeks pregnant. For details go to: Pregnancy Policy

Guests affected by a disability or medical condition must be self-sufficient or travel with someone who can provide all necessary assistance. We regret we must reserve the right to refuse to allow anyone to travel in accordance with EU Regulation 1177/2010. This includes a refusal in order to meet safety requirements established by international, union or national law or those competent authorities, or where the design of the ship or port infrastructure (including terminals) and equipment makes it impossible to carry out

the embarkation, disembarkation or carriage of a guest in a safe or operationally feasible manner.

WHAT ABOUT HAIR-DRYERS AND LAUNDRY?

For the benefit of our guests, all Royal Caribbean ships provide hair dryers. Laundry and dry-cleaning services are available on a 24-hour service. Prices will vary by garment type. We do not provide irons in staterooms as they constitute a fire hazard. There are no self-laundry facilities aboard.

WHAT HAPPENS IF I BECOME SICK ONBOARD SHIP?

Each Royal Caribbean vessel is equipped with a medical facility which normally has at least one licensed physician and two nurses in attendance. However, there is a charge in US Dollars for all medical services. These charges are considerably higher than medical costs in your home country. We strongly recommend that you have a fully comprehensive travel insurance policy to cover any such eventualities. The medical facility provides motion sickness tablets upon request. The types of medications kept onboard are limited, and guests must bring an adequate supply of any specific medications they need. The medical facility is not intended or designed to serve as a clinic for guests, and Royal Caribbean is not responsible for the diagnosis, treatment or services furnished by shipboard medical personnel.

CAN I CHANGE MY STATEROOM?

Guests desiring to transfer to higher-priced accommodations, which may be available during boarding or after sailing, may do so by paying, in cash, with traveller's checks or by credit card, the difference in published full cruise vacation prices. Please visit the Guest Relations desk for additional details.

HOW DO I PAY FOR ONBOARD PURCHASES?

For your convenience, our ships use a "cashless" system – SeaPass®. This system allows you to charge all onboard purchases by presenting the card that is issued to you upon boarding. SeaPass® is used for all expenditures except for those few that require cash: gratuities (other than bar and wine service), foreign currency exchange and casino gambling. On the last evening of your cruise vacation, an itemized statement will be delivered to your stateroom for verification. If all the charges are correct you do not need to do anything further and your SeaPass® charges will be billed automatically to your American Express®, Diners Club International®, MasterCard® or Visa® card. If any charges or refunds are incorrectly recorded, you must resolve these with the purser's

office prior to disembarkation. It is extremely difficult to try and resolve statement errors once you have disembarked. Subject to prior approval with the purser's office, you may also settle your account with US dollar traveller's cheque or a US dollar cash payment.

Please note: All onboard charges are in US dollars and will be billed in US dollars to your credit card then converted into your local currency.

WHAT ABOUT DINING?

There are several seating times for meals in the main dining room. If you have a preference, you should make this known at the time of booking. Please note: that dining times and seating requests cannot be guaranteed and are on a request basis. Dining requests are subject to availability however we will do all that we can to accommodate requests for guests with specific medical issues. The normal times for meals in the dining room are as follows although these may alter depending on the itinerary:

Breakfast	07:00 to 09:30	
Lunch	12:00 to 14:00	
Dinner	Early Seating 18:00/18:15	Late Seating 20:00/20:30

If you wish to be more flexible and in casual dress, breakfast, lunch and dinner are also served in alternative locations. The main dining room may not always be available at breakfast and lunch times. Please check your Cruise Compass for times and locations. A Room Service menu is available 24 hours a day (Please note: there is a nominal charge operational at all times). Guests in suites can request a full menu for each meal to be served in their suite. A per person cover charge is applicable in specialty restaurants. A full list of specialty restaurants can be viewed, and reservations can be made on our website: RoyalCaribbean.com or onboard the ship. My Time Dining (open seating) is now offered fleet-wide offering guests flexibility with their evening dining. You can decide when you would like to dine between the hours of 18:00 and 21:30 each evening, much like a regular restaurant, so reservations are recommended to be made once onboard or preferably before your cruise through our website. My Family Time Dining is available onboard selected sailings for the earliest dining time only (varies by ship and sailing). This offers children an expedited service during first dining seating and then they are transferred to Adventure Ocean. Only available for guests aged between 3 to 11 years at the date of sailing.

Should you wish to book either of these options, then please contact Royal Caribbean offices or your travel agent who will be happy to help you. The above policies are correct for ships in operation at the date of issue of this brochure. If you intend to book a ship sailing for the first-time post issue of this brochure, please see RoyalCaribbean.com closer to your sail date for updated policies.

CAN I CALL ROOM SERVICE?

Yes. Room service is available onboard any time of the day or night – simply order from the room service menu located in your stateroom/suite. Royal Caribbean International® has a service charge for onboard room service orders of US$7.95 per order. The charge will not apply to orders for Continental Breakfast.

WHAT IS YOUR SMOKING POLICY?

For the comfort and enjoyment of our guests, our ships are designated as non-smoking; however, we recognise that some of our guests do smoke. Therefore, to provide an onboard environment that also satisfies smokers, we have designated certain areas of the ship as smoking areas. Cigarette, cigar, e-cigarette and pipe smoking is permitted in designated outdoor areas. To assist in locating areas where smoking is permitted, guests will find visible signage posted within all smoking areas and ashtrays that are provided for use. Outdoor areas near restricted areas, food venues, and kids play areas and pools will not allow smoking. On Oasis class, smoking is not permitted in Central Park or the Boardwalk neighbourhoods. Casino Royale allows smoking and has a designated area for non-smoking guests. There will be visible signage indicating the non-smoking area in the casino. There are select cruises departing from China that will not have a non-smoking area in the casino. Onboard all interior public spaces are smoke free. Smoking is not permitted in any dining venue, theatre, bar, lounge, hallway, elevator, and jogging track. Smoking is not permitted inside any stateroom and any stateroom balcony. This applies to all stateroom categories onboard. If a guest is in violation of this stateroom policy, a cleaning fee of US$250 will be applied to their SeaPass® account and may be subject to further action pursuant to the “Consequences Section” of the Guest Conduct Policy. Cigarettes, cigars and pipe tobacco must be properly disposed of and never thrown overboard. Cigar and pipe tobacco is limited to designated outdoor areas. You must be at least 18 years of age to purchase, possess or use tobacco onboard. Electronic cigarettes or e-cigarettes are only permitted within the designated smoking areas. Royal Caribbean International kindly asks all guests to please observe the smoking policy. These requests are made to provide a comfortable cruise for everyone. Guest may also inquire at Guest Services for the location of the designated smoking areas onboard.

Guests who violate this smoking policy may be subject to further action pursuant to the "Consequences Section" of this Guest Conduct Policy. Please visit RoyalCaribbean.com before you sail for any smoking policy updates.

WHAT DOES THE SHIP'S PURSER DO?

The Purser, available 24 hours a day at the Purser's/Guest Relations Desk, will act as your banker, postmaster, information source, complaints desk, authority on customs and immigration and safety deposit box trustee.

WHAT ABOUT CASH, CHEQUES AND FOREIGN CURRENCY?

Personal non-US bank cheques are not accepted for purchases aboard the ship. Guests who have an account with a U.S. bank may cash one personal cheque at the Purser's Desk for up to US$200 per cruise vacation (guests who present an American Express® card, US$250). For your convenience, the guests Relations Desk can cash traveller's cheques and provide foreign currency exchange.

WHAT ARE THE GRATUITY GUIDELINES FOR CRUISES?

Royal Caribbean's onboard staff and crew await our guests with personalized Gold Anchor Service. Royal Caribbean will add a daily US$13.50 gratuity (US$16.50 for suite guest) to each guest's onboard SeaPass® account. The gratuities will be shared by the Dining Services Staff (waiter, assistant waiter and head waiter), Stateroom Attendants and Other Housekeeping Services Personnel who work to enhance your cruise. Alternatively, guests may prepay gratuities prior to boarding by calling Royal Caribbean or your travel agent. Guests who prepay gratuities will not have an automatic daily gratuity added to their SeaPass® account. An 18% gratuity is also automatically added to beverages, mini bar items, spa & salon purchases. Many of our guests wish to reward exceptional service during their cruise by providing additional gratuities. Guests may do so by providing an additional gratuity to their SeaPass® onboard account or a cash gratuity at their discretion

WHAT ARE THE GRATUITY GUIDELINES FOR CRUISETOURS?

Tour Director: US$5 per day, per guest. Motorcoach Driver: US$4 a day per guest. Traincar Host: US$1 a day per guest.

CAN I CALL HOME FROM THE SHIP?

You can make ship-to-shore calls from your stateroom, 24 hours a day. The cost is approx. US$7.95 per minute and will be automatically charged to your SeaPass® account.

WILL MY FRIENDS AND FAMILY BE ABLE TO CONTACT THE SHIP?

Your friends and family can contact the ship by dialing 1-321-953-9003. The cost is US$7.95 per minute. You must have a credit card number ready to enter to complete the call. (Additional long-distance charges to connect to the USA will also apply.)

IS THERE WIRELESS COMPUTER ACCESS ONBOARD?

Yes, in selected areas on the ship. Our Wi-Fi service provides Internet access 24 hours a day through your own Internet Service Provider, such as AOL, Hotmail, Yahoo or any Web-based Internet Service Provider. This service is available fleetwide at a nominal charge. More information is available onboard.

WHAT DO I NEED TO DO ON THE LAST NIGHT OF THE CRUISE VACATION?

Here's a quick checklist of things you should do on the evening before you return home:

• Extend customary gratuities to those who have made your cruise vacation an unforgettable experience.

• Get the addresses and phone numbers of all the new friends you've met.

• Take any last-minute photos.

• Pack your bags and place them outside your stateroom door by midnight.

Please put your name and home address on each tag and remove all loose straps from your bags. Carry fragile and valuable items with you. Remember to keep a change of clothes out for the next day. We recommend that you bring an overnight bag with you for your last night on board.

HOW SHOULD I PREPARE FOR CUSTOMS?

Detailed instructions about clearing customs will be available on your stateroom TV. We highly recommend that you view this important and informative information.

WHEN SHOULD I SCHEDULE MY FLIGHT HOME?

Give yourself several hours between the time you get off the ship and the time you need to board your flight home. We strongly recommend you carefully check all connection times with your travel agent. Baggage porters will be on hand to direct you to taxicabs, buses and cars.

ADDITIONAL INFORMATION

IS THERE A GUEST CONDUCT POLICY?

It shall be 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. This policy is designed to ensure that all guests are able to participate in a safe and enjoyable cruise vacation and, as such, the Guest Conduct Policy sets forth standards of conduct for guests to follow throughout their Royal Caribbean International cruise vacation, including transfers to and from ships, inside terminals, while on-board, at ports of call, during shore excursions and at our private destinations. Please review the Guest Conduct Policy at http://www.royalcaribbean.com/content/en/US/pdf/Guest-Conduct-Policy.pdf or contact your travel agency or your local booking office for further details in advance of travel.

WHAT ABOUT SECURITY?

Royal Caribbean International's highest priority is to ensure the safety and security of all guests. In order to maintain an effective and meaningful security environment and to comply with international and national security laws, regulations, and guidelines, Royal Caribbean has established strict security procedures in the seaport terminals we utilize and onboard all our vessels. These measures include screening all guests and their personal property prior to boarding. We appreciate your cooperation in this endeavour.

AS A PARENT/GUARDIAN, CAN I BE HELD RESPONSIBLE FOR THE CHILD CRUISING WITH ME?

If a child is cruising under your supervision and exhibits dangerous and disruptive behaviour (i.e. excessive drunkenness, fighting, verbal abuse of a staff member, unruly behaviour, vandalism in any public areas, etc.) the parent/guardian will be held accountable. Infants sailing on a cruise must be at least 6 months old as of the first day of the cruise/cruisetour. For Transatlantic, Transpacific, Hawaii, select South American and other selected cruises/cruisetours, the infant (as of the first day of the cruise/cruisetour) must be at least 12 months old. For details, please visit: WWW.ROYALCARIBBEAN.COM/agepolicy

Any cruisetours associated with these cruises are also subject to the 12-months minimum age requirement. Denial of boarding for infants who do not satisfy these minimum age requirements may also result in the denial of boarding for one or more guests sailing with that infant. No refunds or other compensation shall be due from the cruiseline to anyone as a result of the denial of boarding to underage infant or other accompanying guests. Children or infants less than three (3) years of age cannot participate in the Adventure Ocean Youth Programme which is restricted to ages 3-17 years inclusive. Swimming activities are not supervised, and no child or infant is allowed to enter pool wearing diapers (nappies). Children can only swim if they are toilet trained and under their parent/guardian's supervision. Please note that at any point in the process it is at the Master/Hotel Director/General Manager's discretion that any child and their parent/guardian be disciplined or disembarked from the ship.

WHAT ABOUT MY PERSONAL PROPERTY?

Under no circumstances may dangerous articles such as controlled substances, firearms, explosives, cylinders containing compressed air or combustible substances, etc., be contained in any baggage or brought by any person onboard. Royal Caribbean reserves the right to refuse to permit any guest to take onboard any items Royal Caribbean deems inappropriate. No animals are permitted onboard (with the exception of service animals for guests with special needs).

Property lost or damaged should be reported to either the Purser's/Guest Relations Desk or to a designated Royal Caribbean employee prior to leaving the ship, tour vehicle or baggage claim area. In any event, property lost or damaged must be reported within the time limitations and in accordance with the procedures set forth in the Cruise Ticket Contract.

In the absence of negligence on its part, Royal Caribbean is not responsible for any loss, theft, pilferage and/or damage to a guest's property, which includes items such as money, travel currency, jewelry of any kind, photographic/ electronic equipment or other personal property.

Royal Caribbean's liability for loss or damage to property shall be limited otherwise in accordance with the provisions in the Cruise Ticket Contract. Items may be deposited for safekeeping at the Purser's/Guest Relations Desk. Please refer to the Cruise Ticket Contract for further information.

CAN PASSAGE BE REFUSED?

We are delighted to have provided a safe and enjoyable cruise to millions of guests over the years. To facilitate our ability to continue to provide safe and enjoyable cruises to our guests, we reserve the right to refuse to accept a booking request from an individual or group and reserve the right to cancel an existing reservation. For more details, see our Refusal to Transport Policy and Guest Vacation Policy, each of which is available online at WWW.ROYALCARIBBEAN.COM. The Refusal to Transport Policy provides, among other things, that a booking request may be denied, for example, where the guest's conduct on a prior cruise has resulted in disciplinary measures by Royal Caribbean. Royal Caribbean is not liable for its refusal to transport any passenger or for its removal of any guest in accordance with these policies. In addition, Royal Caribbean shall not be required to refund any amount paid by any guest who must leave the cruise vacation prematurely pursuant to the either policy, nor shall Royal Caribbean be responsible for lodging, meals, return transportation or other expenses incurred by the guest or for any consequential or punitive damages.

WHAT ABOUT ADVANCED OR DELAYED SAILINGS AND CHANGES IN ITINERARY?

In the event of strikes, lockouts, riots, weather conditions or mechanical difficulties, or for any other reason whatsoever, Royal Caribbean may at any time and without prior notice, cancel, advance, postpone or deviate from any scheduled sailing or port of call and may, but is not obliged to, substitute another ship or port of call, and shall not be liable for any loss whatsoever to guests by reason of such cancellation, advancement, postponement, deviation or substitution.

Royal Caribbean shall not be responsible for any failure to adhere to the arrival and departure times published in this brochure for any of its ports of call. While every effort will be made to adhere to the specifics shown herein for a cruise/cruise tour, circumstances may necessitate changes or deviations there from. All schedules, itinerary destinations, hours of arrival and departure, hotel and/ or conveyances and other aspects are subject to change without prior notice. Neither Royal Caribbean nor any affiliated party shall be required to refund any portion of the fare or other charges or make any compensation under these circumstances.

Normally, changes in the itinerary are to protect the interest and safety of our passengers. In Alaska, the Wilderness Express railcars are pulled behind the Alaska Railroad passenger train.

Although scheduled times are published for the Alaska Railroad trains, track conditions and other rail traffic may result in significant variations from the published schedule. Royal Celebrity Tours has no control over this schedule.

HOW ARE DISPUTES SETTLED?

In the unlikely event you have reason to complain during the cruise, you must immediately notify the Pursers Desk and the provider of the service in question (if not us). Any offers, future credits, payments or claim settlements accepted by you while on board the ship constitute to full and final settlement of your problem. If a problem cannot be resolved to your satisfaction and you wish to follow up on your complaint, you must write to our registered office in Singapore as detailed above, giving your reservation reference number and full details of your complaint.

We regret we cannot accept liability for any complaint or claim which is not notified entirely in accordance with this simple procedure. Any dispute between a guest and Royal Caribbean (or its agents, independent contractors, concessionaires and suppliers, together with the employees and servants of each of the foregoing) in connection with a guest's cruise booking or cruise vacation shall be litigated, if at all, exclusively in and before a court located in Singapore to the exclusion of the courts of any other state, territory or country. Your booking is governed by Singaporean law.

WHAT ARE THE TERMS & CONDITIONS OF MY CRUISETOUR?

Transportation aboard the ship is provided solely by Royal Caribbean International. While Royal Celebrity Tours Inc. or another affiliate or subsidiary or parent company of Royal Caribbean (collectively referred to as "RCT") will arrange for the land tour component of your cruisetour, they do so only as a convenience to the passenger.

The land portion of all cruisetours is generally performed by independent contractors. These land components are solely at your risk and subject to the terms or arrangements made by you or on your behalf with the independent contractor. RCT assumes no responsibility with respect to these services (including cancellation, delay, injury and death, accommodations for guests with special needs or damage to property) even though RCT may collect monies or make bookings. Individual and group space is subject to availability, minimum participation and cancellation penalties. Blackout dates may apply. We regret that RCT cannot issue refunds for unused portions of your cruisetour. Cancellations by RCT: If RCT cancels a cruisetour or the land portion thereof, it will re-book passengers on the same cruisetour with a different departure date or a similar cruisetour. All rebooking are subject to availability. If that cruisetour is unacceptable,

RCT will refund, to the extent it received payment, the value of the cruisetour calculated in accordance with RCT's standard methodology for handling such matters; there is no additional liability. RCT cannot assume responsibility for any additional costs or fees relating to the issuance and/or cancellation of air tickets or other travel arrangements not made through Royal Caribbean.

Tour Membership: We reserve the right to accept or reject any person as a cruisetour participant and to expel from a cruisetour any participant whose conduct is deemed incompatible with the interest of the tour group.

Smoking: Except as may be provided by a specific independent operator, smoking is not allowed on motorcoaches, mini-buses, trains or airplanes.

WHAT IS THE GUEST'S LIABILITY?

You must ensure that you are using an up-to-date brochure or website when you book your cruise. We cannot accept any liability whatsoever for any mistakes or any incorrect/ inaccurate information which results from the use of any out- of-date brochure. It is your responsibility to ensure that you and everyone travelling with you have all necessary passports, visas and all other travel documents and that these are valid and in order.

Each guest agrees to indemnify Royal Caribbean for all penalties, fines, charges, losses or expenses incurred or imposed upon Royal Caribbean by virtue of any act, omission or violation of law by the guest. Each guest, or if a minor, his or her parent or guardian, shall be liable to and shall reimburse Royal Caribbean for all damage to the ship and its furnishings and equipment, or any property of the ship, caused by any wilful or negligent act or omission on the part of the guest.

WHAT IS ROYAL CARIBBEAN / CARRIERS LIABILITY?

we promise to make sure that the holiday arrangements we have agreed to make, perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. This means that, subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted holiday arrangements. It is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us.

In addition, we will only be responsible for acts or omissions of our employees, servants or agents if they were at the time of the alleged act or omission acting lawfully and performing duties or services on our specific instructions, and within the course of either their employment or their engagement by us.

We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

The act(s) and/or omission(s) of the person(s) affected or any member(s) of their party; or

The act(s) and/or omission(s) of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable; or

An event or circumstances which we or the supplier of the services could not have foreseen or avoided even if taking all reasonable care; or

The act and/or omission(s) of any person(s) who at the time of the alleged act or omission was not acting lawfully and performing duties or services on our specific instructions, and within the course of either their employment or their engagement directly by us; or

'Force majeure' or circumstances beyond our reasonable control (see below).

We cannot accept any liability for any damage, loss, expense or other sum(s) of any description (1) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you; or (2) which did not result from any breach of contract or other fault by ourselves or our employees.

Additionally, we cannot accept liability for any business losses. We cannot accept responsibility for any services, which do not form part of the package holiday. This includes, for example, any additional services or facilities, which your hotel or any other supplier agrees to, provide for you, or where the services or facilities are not advertised in our brochure or on the website, and we have not agreed to arrange them. In addition, regardless of any wording used by us on our website, in any of our brochures or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you

If the particular services which gave rise to the claim or complaint complied with local standards, laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of Singapore, which would have applied had those services been provided in Singapore. The exception to this is where the claim or complaint concerns the absence of a safety feature, which might lead a reasonable holidaymaker to refuse to take the holiday in question.

WHAT ABOUT CIRCUMSTANCES WHICH ARE BEYOND YOUR CONTROL?

Except where we specifically say otherwise in these terms and conditions, we cannot accept any liability or pay any compensation where your holiday and/or any other services we have promised to arrange or provide cannot be provided at all, or as promised or you otherwise suffer any damage or loss (as more fully described above) as a result of circumstances which are outside our control ('force majeure').

When we talk about circumstances which are outside our control, we mean any event which we or the supplier of the service in question could not have predicted or avoided even after taking all reasonable care. Such events are likely to include war or threat of war, acts of terrorists or threats of such acts, riots or civil unrest, industrial action, natural or nuclear disaster, fire, adverse weather conditions, health risks, epidemics, mechanical difficulties (which we could not have anticipated or avoided despite our normal comprehensive mechanical checks), the non-availability of ports and ancillary facilities; the inability of cruise operators to operate cruises as a direct or indirect result or consequence of any government or regulatory order (including the loss or restriction of shipping or transit rights or the right of cruise operators to access ports and/ or ancillary facilities) and all similar circumstances which are outside our control.

If, in the event of unavoidable and extraordinary circumstances, we cannot guarantee your timely return home from your cruise holiday, Royal Caribbean International shall be responsible for necessary accommodation for a period not exceeding three nights per traveler. Such limits may vary with regard to persons with reduced mobility, pregnant travelers and those with specific medical needs whom have made us aware of their needs at least 48 hours prior to travel. Likewise, if unavoidable and extraordinary circumstances prevent us from completing the voyage, and we notify you of this without undue delay before the start of the package commences, we will have no liability to you save for a refund of the amount paid for the holiday within 14 days. We will not be deemed to have unduly delayed advising you of the cancellation (i) 20 days before the start of the package in the case of trips lasting more than six days, (ii) 7 days before the start of the package in the case of trips lasting between two and six days and (iii) 48 hours before the start of the package in the case of trips lasting less than two days.

WHAT IS YOUR LIMIT OF LIABILITY TOWARDS GUESTS?

Whilst onboard our ships you may participate in recreational activities. You acknowledge and agree that, by their very nature, the recreational activities that you are participating in can be dangerous with inherent risks, dangers and hazards, and personal injury (and sometimes death) can occur and you agree to assume and accept all risk of personal injury or death which may occur. By using, participating in, engaging, or booking any recreational activity, you accept these risks and agree that Royal Caribbean International®, Carrier, its employees, directors, servants and agents are not

liable for any claim by you, your dependents or legal representatives in negligence, breach of contract or statute or statutory duty resulting in personal injury or death, any direct/indirect or consequential loss or damage including without limitation of financial loss (such as loss of profits or use of capital or revenue or otherwise),or for any punitive, exemplary, special or incidental loss or damage.

By using, participating in, engaging, or booking any recreational activities onboard, you acknowledge, agree and understand that the risk warnings contained above constitute a 'risk warning' for the purposes of the relevant legislation.

You acknowledge, agree and understand that Carrier, Royal Caribbean International® or RCL Cruises Ltd is not responsible in any way for the actions, inaction, omissions, negligence, or willful or deliberate misconduct, of independent third parties, including, but not limited to, any independent third party suppliers of tenders, shore excursions and/or activities and you agree to assume and accept all risk of personal injury or death which may occur, and hereby waive the right to pursue a claim against Carrier, Royal Caribbean International® or RCL Cruises Ltd , its employees, directors, agents, contractors and third party operators for any personal injury or death in any way whatsoever arising from such activities. All participants who engage in such recreational activities do so at their own risk. Royal Caribbean International® or RCL Cruises Ltd limit of liability for any shore excursions activities is covered in section 4.6 of these Booking Conditions.

The exclusions and limitations of liability of Carrier set forth in the provisions of this contract, as well as all rights, defenses and immunities set forth herein, shall also apply to and be for the benefit of certain designated third party beneficiaries which include the parent, subsidiary, affiliate, and successor companies and assigns of all the entities identified in this Clause; the officers, directors, employees, agents, crew and pilots of all the entities identified in this Clause, and any agents, independent contractors, and all concessionaires, physicians and medical personnel, retail shop personnel, health and beauty staff, fitness staff, shore excursion providers, tour operators, shipbuilders, manufacturers and designers of the Vessel or transport, and/or installers of all component parts, launches, appurtenances, craft or facilities, whether provided at sea or on shore, belonging to the Vessel or any substituted ship or transport, or owned or operated by its owners, operators, managers, agents, charterers, contractors, concessionaires or others; as well as owners and operators of all shoreside properties at which the Vessel or any substituted ship or transport may call.

The provisions of the Convention relating to the Carriage of Passengers and their luggage by Sea 1974 as supplemented and/or varied by any other applicable legislation from time to time in force including, but not limited to Regulation (EC) No 392/2009 (together 'The Athens Convention') applies to your cruise as well as the process of getting on and/or off the ship. For any claim involving death or personal injury or delay of or loss of or damage to luggage the only liability we have to you is in accordance with The Athens Convention. This means you are not entitled to make any claim against us

which is not expressly permitted by The Athens Convention or which is in excess of the limits provided by The Athens Convention. Any claims covered under The Athens Convention must be made within the time limits set out in The Athens Convention. The Athens Convention limits the maximum amount we as the carrier have to pay if found liable in the event of death or personal injury and for claims concerning luggage and valuables. Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is, except as otherwise expressly set out in the Booking Conditions, the most the carrier or hotel keeper concerned would have to pay under the International Convention or Regulation which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating license granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air). Please note: Where a carrier or hotel would not be obliged to make any payment to you under the applicable International Convention or Regulation in respect of a claim or part of a claim, we similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money that you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question. Copies of the applicable International Conventions and Regulations are available from us on request. If you have booked a cruise together with an international flight or regional flight transfer from us – please also see section e 3.4. The current maximum limits that apply under the Athens Convention in the event of our liability for death or personal injury caused by a shipping incident is 250,000 SDRs (approximately £240,000) unless such is caused by an act of war, natural phenomenon, civil war, terrorism or any other exception set out in the Athens Convention. Where we are found to have been negligent this limit is increased to 400,000 SDRs (approximately £410,000). The limit of our liability for death and personal injury for non-shipping incidents is limited to 400,000 SDRs (approximately £379,000). In the event of our liability for damage and loss to baggage, where baggage is deposited with the ship, this is limited to 3,375 SDRs (approximately £4,000) and for damage and loss to cabin luggage this is limited 2,250 SDRs (approximately £2,500).

ADDITIONAL INFORMATION

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