BOOKING CONDITIONS

Important Notice:

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 the UK. If your Primary Country of Residence is not the UK, then please visit 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 England and Wales, and any claims or disputes must be resolved by alternative dispute resolution or under the laws and exclusive jurisdiction of the Courts of England and Wales.

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.

These Booking Conditions together with our Guest Conduct Policy and any other current Policies or Supplementary Terms form the basis of your contract with us and apply to your booking. In the event of any inconsistency, these Booking Conditions shall prevail unless we notify you otherwise. Where you make a booking directly with us, the parties to the contract are you and either Royal Caribbean Cruises Ltd., RCL Cruises Ltd., or RCL Cruises (Cyprus) Ltd. depending on which of those entities will be operating the cruise ship ("Vessel") on which you sail (the "Carrier"). You will be advised of the relevant Carrier at the time of booking and/or on your confirmation invoice.

"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., RCL Cruises Ltd., or RCL Cruises (Cyprus) Ltd. as will be determined as being the Carrier under these Booking Conditions. RCL Cruises Ltd. and RCL Cruises (Cyprus) Ltd. are both sales and marketing agents of Royal Caribbean Cruises Ltd. 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 (with the exception of section 5.13 (c). 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. You must comply with our Guest Health, Safety and Conduct Policy (also called 'Guest Conduct Policy') while onboard. 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.

Key Rights:

The combination of travel services offered to you is a package within the meaning of Directive (EU) 2015/2302 as enacted into English law by The Package Travel and Linked Travel Arrangements Regulations 2018. Therefore, all bookings will benefit from all EU rights applying to packages pursuant to the applicable law in force at the time of booking. Royal Caribbean Cruises Ltd will be fully responsible for the proper performance of the package as a whole. Additionally, as required by law, Royal Caribbean Cruises Ltd has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes insolvent.

Key rights under Directive (EU) 2015/2302 are available for your review at https://www.royalcaribbean.com/gbr/en/resources/booking-conditions and under the UK Package Travel Regulations, 2018 at https://www.legislation.gov.uk/uksi/2018/634/schedule/3/part/2

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/gbr/en/terms-and-conditions or contact your local booking office for further details in advance of travel.

1 BOOKING YOUR HOLIDAY

1.1 HOW DO I MAKE A BOOKING?

To book your chosen holiday, contact our Reservations Department on 0344 493 4005* or you may book online at www.royalcaribbean.com/gbr or visit one of our authorised travel agents. Guests who purchase their holiday arrangements via our website need to ensure that all details are correct at the time of booking as amendment or cancellation charges may apply to any components that are requested to be changed at a later date due to any error or omission made by you.

For all standard fly/cruise or standard cruise only bookings you make with us you must pay a non-refundable deposit of £150 per person on a standard stateroom, or 10% of the cruise fare if you book any Suite. This deposit amount also applies to consecutive cruises (see section 29 above) and we only take one deposit per person for the whole trip. For cruise only sailings of 5 nights or less, our deposit is reduced to £75 per person for standard staterooms, or 10% of the

cruise fare if booking a Suite. Full payment is required if booking within 70 days of departure or within 120 days for selected sailings – see Balance Due section for more details. If you are adding flights, hotels, transfers or other components to your holiday, you may be required to pay a higher non-refundable deposit, so we are able to secure such additional components. Any increased non-refundable deposit payment required will be advised to you at the time of booking.

Please note you are also able to book a future cruise whilst onboard one of our ships, using our 'Book Now' or 'Book Later' programs. Please see the onboard sales consultant for full details. Terms and conditions apply for Royal Caribbean International's onboard bookings, so please ensure you check your invoice carefully at the time of making a booking. Any bookings made onboard will be subject to these booking conditions. Your full name, including any middle names, as it appears on your passport, as well as your date of birth, must be given at the time of reservation. Please note that any payment you make to us using a debit or credit card will be settled via a bank in the US, and therefore your card issuer may choose to apply a foreign settlement fee. Please refer to the terms and conditions of your debit or credit card for details. For guests making bookings onboard any of our ships, different deposit policies may apply. Full details will be provided at the time of booking.

*Local call rates apply.

1.2 HOW WILL MY HOLIDAY BE CONFIRMED?

Providing your chosen holiday is available, you have completed the booking process, agreed to our Booking Terms and Conditions and we have received all appropriate payments, we will send our Confirmation Invoice to you (if booking direct) or your Travel Agent. Please note it may not be possible to confirm your flight details at this point. If so, these will be confirmed to you at a later date. A binding contract between us only comes into existence when we send out our Confirmation Invoice. A contract will exist at this point, even if we are unable to confirm your flight details at that time. This invoice will show the balance due on your holiday that still has to be paid and also your flight details (where applicable and/or available). Please check all details are correct as soon as you receive your Confirmation Invoice, electronic cruise documents, flight tickets, ATOL Certificate (where applicable) and any other documents from your Travel Agent or us. If any details appear to be incorrect, you must inform your Travel Agent or our Reservations Department if booking direct within 14 days of us sending the document to your Travel Agent or you for all documents other than flight tickets and e-tickets and within 5 days for flight tickets and e-tickets. Once your airline tickets have been issued, you must travel as per the itinerary in sequence as originally booked. Any flight sector not used will invalidate the ticket and the rest of the itinerary will automatically be cancelled.

1.3 WHAT INFORMATION MUST I PROVIDE TO YOU AND WHY?

From time to time we may be required to collect personal information relating to you and your party to pass on to the US Immigration Authorities, equivalent government bodies in other countries and air carriers. You must therefore provide us with any personal information legitimately requested by us at the time of booking your cruise or where requested later, by the date we require you to provide that information. This information includes certain data set out in your passport, emergency contact information and insurance details. We will inform you at the time of booking, or as soon as we become aware, of the exact details required and the date we require that information. By providing us with the details requested under these Booking Conditions, you consent to the sharing of your personal data with third parties including where necessary the transfer of your personal data outside the European Economic Area for the purpose of fulfilling this holiday contract with you. If you fail to supply full and accurate details within the time limits, we specify, we shall be entitled to refuse your booking or treat such failure to provide such information within the time limits specified as a cancellation of your holiday. Further, where we do not exercise our right to cancel your booking in these circumstances, you agree to reimburse us for any fines, surcharges or other financial penalties we incur as a consequence of any failure by you to provide full and accurate details within the time limits we specified to you. Please also see our Privacy Policy on www.royalcaribbean.com/gbr/en/resources/privacy-policy.

CRUISE CHECK-IN

We strongly recommend you check in for your cruise on the Royal Caribbean app or via our website www.royalcaribbean.com/gbr to submit these details. Providing this information via our app or online and prior to your cruise will significantly speed up your check-in process and you will be able to board the ship sooner and avoid any possible delays and queues at the cruise terminal. If you have not completed app/ online check-in, you will be required to complete this process at the pier no later than two hours prior to the published sailing time. All guests must be checked in and onboard the ship no later than 90 minutes prior to the published sailing time or they will not be permitted to sail. You will need to have your booking ID and date of sailing to 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 see your Travel Agent or contact our Reservations Department if you have booked direct. They 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.

FLIGHT BOOKINGS

At the time of issue of these terms and conditions EU airlines are required to pass certain personal information relating to passengers (principally, but not exclusively, information on the data page of a passenger's passport) to the US Authorities as well as applicable authorities in other countries where you are travelling in advance of the date of any flight booking. While we may obtain some of the information that we require from you at the time of booking, we also require that you provide us with certain additional personal information within specific time limits. We strongly recommend that you supply the personal details for all guests (including full names, dates of birth, passport details, email address and contact number) through our app/ Online Check-In process as soon as possible after the booking is made, as this will help us ensure we can issue all flight and accurate details within the time limits we specify, we shall be entitled to refuse your booking or treat such failure to provide such information within the time limits specified as a cancellation of your holiday. If you have not supplied us with complete and accurate information, your party may not be allowed to board your cruise ship and/or any outward or return flight. Where this happens because of your failure to fully comply with such obligations we cannot accept any liability to you or any of your party and we will not pay you any compensation or make any refunds to you or your party in such circumstances and you will be responsible for your own onward/return travel arrangements. Further, if such failure to provide this information results in fines, surcharges or other financial penalty being imposed upon us, you will also be responsible for reimbursing us. Please also see our Privacy Statement available on the website.

1.4 WHEN IS THE BALANCE DUE?

For bookings confirmed before 31 May 2023, we must receive the balance of the holiday cost no less than 70 days prior to departure or 120 days prior to departure for selected sailings detailed below. If you book within this schedule, you must pay the total holiday cost at the time of booking. If we do not receive all monies due to us in full and on time (including any surcharge where applicable), we shall cancel your holiday due to non-payment. In this case, you will have to pay cancellation charges as set out below (see 1.10). If you use your credit or debit card to pay us directly for your cruise, please be aware that we may process that transaction via a bank in the US and your card issuer may choose to charge you a foreign processing fee. We advise you to check the terms and conditions of such foreign transactions with your card issuer in advance of making a payment to us.

For selected sailings confirmed after 31 May 2023, we must receive the balance of the holiday cost no less than 120 days prior to departure. These include Transpacific, Asia Repositioning and round Australia sailings.

If your sailing was booked prior to 31 May 2023, the final payment requirement will remain at 70 days prior to sailing.

1.5 WHAT HAPPENS TO MONEY PAID TO A TRAVEL AGENT?

Except for flight inclusive bookings, all monies you pay to one of our authorised Travel Agents for your holiday with us will be held by the agent on your behalf until we issue our Confirmation Invoice. After that point, your agent will hold the monies on our behalf. For flight inclusive bookings, all monies paid to such authorised agents for your holiday with us will be held on our behalf until they are paid to us or refunded to you. If you are unable to complete the app/ online check-in process or print your bar-coded SetSail Pass, this may be due to an outstanding balance on your booking. If you have booked via a travel agent, please speak to your travel agent so that the funds can be transferred to us, so that you can then complete the process.

1.6 WHAT DOES THE PRICE INCLUDE?

Unless stated otherwise, all standard fly/cruise package and standard cruise only prices quoted in the brochure and on the website are per person in UK Sterling and are based on two people sharing the specified stateroom. Some elements of your holiday will vary by itinerary. However, generally a standard fly/cruise package price include the following where applicable: full board (room service additional fee applies) accommodation onboard ship, entertainment* onboard ship; return international flights and connecting flights as per confirmation invoice; hotel accommodation as stated in the itinerary (room only basis unless otherwise stated), representatives at some overseas arrival airports on standard departure dates; and relevant taxes and fees. Standard fly/cruise package pricing as stated in the brochure is based on the lowest available UK departure airport, which may be a regional airport, at the time of going to print. Please contact our Reservations Department for further information. For cruise only packages, the cruise price includes full board, accommodation, entertainment* onboard ship and relevant taxes. All holiday elements featured are subject to availability at the time of booking. If you have booked a cruise only holiday, we shall only provide the services relating to the ship as set out above. For build your own package guests, apart from the services relating to shipboard services as set out above, what is included will be as per your selection only. Please always check your confirmation invoice on receipt to ensure it includes all relevant details. Unless otherwise agreed, the price does not include non UK departure taxes or airport improvement tax (on some itineraries this will have to be paid locally); shore excursions and personal expenses (for example, onboard drinks, laundry charges, health and beauty treatments, hairdressing, telephone calls, etc.); hotel meals onshore (unless otherwise stated); transfers by any method if not travelling on the standard departure date(s); travel insurance; Service charges/tips**, i.e. service charges/tips onboard or ashore; anything else which is not specifically mentioned as being included in the price.

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

**Service charge for onboard dining and stateroom staff will be automatically added if you declined to pre-pay this service at the time of booking (see 13). Please note; if you are taking consecutive cruises there may be some duplication with regard to onboard programs, meals and entertainment. The value of the supplement will be confirmed to you at the time of making a booking with us.

We reserve the right to make a fuel surcharge when making a booking, to reflect the cost of fuel or other power sources. We may also increase prices to reflect changes in relevant taxes, fees or foreign exchange rates. See section 1.9 for further details relating to the limits of any price variation.

1.7 HOW DO I OBTAIN THE LOWEST PRICE PER PERSON?

The prices shown are ‘from’ prices. Fly/cruise package pricing is based on the lowest fare available at the time of going to print from a UK departure airport (which may be a regional airport and/or indirect flights). Please contact our Reservations Department, your travel agent or cruise specialist for further details. The ‘from’ prices are calculated using the lowest stateroom category available, and this pricing may not be available on all sail dates shown. Prices will vary by ship, itinerary, sailing dates, stateroom category and additionally departure airport if you purchase a standard fly/cruise package. Prices may change at any time, please contact your travel agent or our Reservations Department directly.

1.8 WHAT IS A 'GUARANTEE' (GTY) BOOKING?

We may (at our discretion) offer you the option of making a 'Guarantee' (GTY) booking. This means you may book a stateroom of a guaranteed minimum category type, (specified by us prior to booking) on your chosen ship. However, the exact location of the stateroom on the ship will be allocated by us (at our discretion) and at any time up until checking in at the Port. Once your GTY stateroom has been allocated to you, we are unable to accept any changes requested by you. The benefits to you of a GTY stateroom are that, after your booking has been confirmed, we may (at our discretion) upgrade your stateroom to one of a superior category to that originally booked at no extra charge to you. In any event, you are 'guaranteed' the minimum category of stateroom we agree to offer at the time of booking. The stateroom we allocate will be suitable for the number of guests occupying it and this may mean you are allocated a room with upper berths which are accessed by a ladder. Upper berths may only be used by guests over 6 years old so GTY staterooms are not recommended for young families. If you have a specific requirement regarding your stateroom, or stateroom location, or are travelling with family or friends, (especially children) you want to be near, then we suggest you do not book a GTY. At times, we may offer promotional GTY offers. Such promotional GTY categories are defined as follows:

WS Suite Guarantee*

XB Ocean View Balcony Guarantee

XN Neighborhood Balcony Guarantee

YO Ocean View Guarantee

ZI Interior Guarantee

*Suite layouts and benefits vary by category. We may allocate you an entry level suite without

a balcony and/or which does not include the same benefits as a higher grade.

Please note: If you book 2 or more cruises to be taken back to back and either one or all cruises are booked under a GTY basis, there is the possibility that you will be allocated different staterooms on each cruise, therefore necessitating the need to move between staterooms on the changeover day between your back to back cruises.

1.9 WILL THE PRICE CHANGE?

We reserve the right to increase or decrease the prices of unsold holidays at any time. The price of your chosen holiday will be confirmed in accordance with section 1.2 above. Once the price of your chosen holiday has been confirmed at the time of booking, then subject to the correction of errors, we will only increase or decrease the price in the following circumstances: Price increases or decreases after booking will be passed on by way of a surcharge or refund. A surcharge or refund (as applicable) will be payable, subject to the conditions set out in this clause, if transportation costs or dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at ports or airports increase or decrease or our costs increase or decrease as a result of any adverse or favourable changes in the exchange rates which have been used to calculate the cost of your holiday. Even in the above cases, only if the amount of the increase in our costs exceeds 2% of the total cost of your holiday (excluding any amendment charges), will we levy a surcharge. If any surcharge is greater than 8% of the cost of your holiday (excluding any amendment charges), and we advise you in writing no later than 20 days prior to the start of your holiday, you will be entitled to choose one of options (a), (b) and (c) as set out in section 5.5. You have 14 days from the issue date printed on the surcharge invoice to tell us if you want to choose option (b) or (c) as set out in section 5.5 below, failing which we shall deem you to have accepted the change and will invoice you accordingly for such additional costs and indicate the time period to make such additional payment. If you do not tell us that you wish to choose either of these options within this period of time, we are entitled to assume that you do not wish to do so and will pay the surcharge. Any surcharge must be paid with the balance of the cost of the holiday or within 14 days of the issue date printed on the surcharge invoice, whichever is the later. We promise not to levy a surcharge within 20 days of the start of your holiday. Please note that travel

arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your holiday travel due to contractual and other protection in place. Where a refund is due, we will pay you the full amount of the decrease in our costs. We reserve the right to correct errors in both advertised and confirmed prices. We will do so as soon as we become aware of the error. Please note changes and errors occasionally occur. You must check the price of your chosen holiday at the time of booking. Please note: any changes you make to your booking may result in a change in price explained in section.

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

If you or anybody travelling with you wishes to cancel either your/their holiday, you must contact us (if booking direct) or your travel agent and give notice in writing using registered mail or e-mail to ensure safe receipt of the cancellation letter. The holiday will only be cancelled on the date we receive the written notice of cancellation. If you cancel you will have to pay the cancellation charges set out below and calculated on the total price of the booking:

For bookings confirmed or amended on or after 1 July 2021:

5 days or less:	100%
6 to 14 days:	90%
15 to 28 days:	75%
29 to 69 days:	50%
70 days or more:	Deposit only (including any increased deposit amount to cover the booking of non-refundable items)

Note: The minimum cancellation charges will always be the loss of deposit (including any increased deposit amount arising from a build your own package). Please note that any amendment or transfer fees will also be charged when a booking is cancelled.

These fees are detailed in section 1.11. Be advised that any refund due to you shall be paid to you within 14 days of cancellation of any booking. Please refer to section 1.11 when making a significant amendment, within 69 days of your departure date as your booking variation may be treated as a cancellation of your original booking and cancellation charges will apply. Therefore, a new booking will be created incorporating any new business rules or terms and conditions applicable.

Please note: The date of departure means the date the arrangements you have booked with us commence. Depending on the reason for cancellation, you may be able to reclaim these cancellation charges (less any applicable excess) under the terms of your insurance policy. Claims must be made directly to your insurance company. Where any cancellation reduces the number of full paying party members below the number on which the price, number of free places and/or any concessions agreed for your booking were based, we will recalculate these items and re-invoice you at the applicable higher price. For guests making bookings onboard any of our ships, different cancellation policies may apply. Full details will be provided at the time of booking.

1.11 CAN I MAKE CHANGES TO MY BOOKING AFTER IT HAS BEEN CONFIRMED?

Should you wish to make any changes to your confirmed holiday, you must notify us in writing or by telephone as soon as possible. Whilst we will endeavor to assist, we cannot guarantee we will be able to meet any such requests. For guests wishing to make a significant amendment to their booking outside 56 days from departure (bookings confirmed before 1 July 2021) or 69 days (bookings confirmed or amended on or after 1 July 2021), such as changing the ship, sail date, flights or brand, please note that a booking transfer fee is applicable. Please note that any amendments for hotels, transfers and flights may result in the loss of the amount that was collected at the time of booking for these additional

components. The transfer fee is £75 per guest which is limited to the first two guests on a booking, therefore any additional guests on the booking will not be charged.

Please note: the transfer fee is a non-refundable amount, which will be included in any cancellation charges as in point 1.10 above.

Please note that your booking will be re-priced in-line with the up-to-date business and price rules and a new confirmation invoice will be issued. For all changes that we consider to be minor changes (such as a change of stateroom or name changes on an existing booking by way of example only) outside of 56 days from departure (bookings confirmed before 1 July 2021) or 69 days (bookings confirmed or amended on or after 1 July 2021), an amendment fee of £35 per guest per booking will be payable together with any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers.

Please be aware the amendment fee is a non-refundable amount, which will be included in any cancellation charges as in point 1.10 above. Passengers should note that suppliers may not allow name changes and that the booking may need to be cancelled and rebooked. For minor or major changes, the rebooking will always be subject to availability and to payment of any charges imposed by the supplier which may, in some cases, be the full cost of the ticket. Given that the transfer and amendment fees are both non-refundable, we would recommend that these amounts are collected from the guest at the time the changes are made, as they will be charged to the booking as part of any cancellation. If you request a change within 56 days of departure (bookings confirmed before 1 July 2021) or 69 days (bookings confirmed or amended on or after 1 July 2021), this may be treated as a cancellation of your original booking and cancellation charges as set out in these terms and conditions will be payable (see clause 1.10). The changed arrangements will then be treated as a new booking. If you or any of the persons travelling with you are prevented from taking the holiday, such as due to medical reasons, you/they may give your/their place on the booking to someone else (suggested by you). In this situation, providing we are given not less than 7 days' notice in writing of your wish to make the change, we will permit the name change. The airline and flight routing may differ from the original assignment due to this name change. You must produce documentary proof of the reason for the transfer of your/their booking with the request (e.g., a letter from a doctor etc.). Both the person who was originally due to take the holiday and the person who actually does so must make sure that the administration fee and any charges/costs (see below) as well as any amount which is still due to be paid for the holiday is paid as required before any change can be made.

1.12 WILL I NEED TRAVEL INSURANCE?

All guests should ensure they have appropriate personal travel insurance before departure. This must include as a minimum cover for the cost of cancellation by yourself and the cost of medical treatment and assistance including repatriation in the event of accident or illness. It is your responsibility to make sure that the insurance you purchase is suitable and adequate for your particular needs and to purchase additional or alternative insurance if required. We would strongly recommend that you contact your Travel Agent or an independent insurance broker for details of suitable policies. Please see your Confirmation Invoice for further details of our recommended insurance broker.

2. BEFORE YOU LEAVE HOME

2.1 WHAT ABOUT VALUABLE OR IMPORTANT ITEMS?

Please make sure that all valuable and important items (for example, medicines, jewelry, fragile items, important travel and other documents, video/camera/laptop/mobile phone etc.) are carried by hand and not packed in your luggage. Once onboard please ensure your valuables are not left unsecured in your stateroom or elsewhere onboard the ship. Special care must be taken of such items. For your protection once onboard, all valuable and important items should be deposited with the Guest Services Desk or, in your stateroom mini-safe. You are also strongly advised to take out appropriate and adequate insurance to protect such items. We cannot accept any responsibility or liability for any

valuable or important items, which are not deposited with the Guest Services Desk or with your hotel (booked with us) for safekeeping. For items which are so deposited, the maximum we will pay you if any item(s) is lost or damaged (for any reason) whilst in our care is the maximum which is payable under The Athens Convention (see 5.8) in this situation. So that we may assist as much as possible, you must tell us about the problem as soon as possible. If you discover the loss, delay or damage when onboard, you must immediately report it to the Guest Services Desk. The time limits for notifying any loss, delay or damage, are as follows: Any damage or delay, which is apparent, must be notified to ourselves and the supplier of the service concerned (if it is not us) before or, at latest, at the time of departure from the ship or, for other services, whilst using or at the end of using those services. Any loss, damage or delay, which is not apparent, must be notified to ourselves and the supplier of the service concerned (if it is not us) within 15 days of departure from the ship or the end of your using the service in question. In the event that you do not notify us within these time limits, this may affect our ability to investigate the loss, delay or damage and may impact on the way the complaint is dealt with. In all cases, you must give credit for payments received from any airline and/or other supplier in connection with your claim. You must also give us details of any relevant insurance coverage you hold. In appropriate cases we are entitled to ask you to reduce your claim by the amount received from any/all insurance companies.

2.2 ARE THERE ANY PROHIBITED ITEMS THAT I CANNOT TAKE WITH ME?

You must not pack in any luggage or bring onboard any item specified as dangerous or illegal (e.g. guns, explosives, drugs, animals, knives (ceremonial or other), flammable items etc.). Drones, Hoverboards and baby monitors are also not permitted onboard. Small quantities of non-alcoholic beverages can be brought onboard in carry-on or hand luggage. Checking in non-alcoholic beverages is not permitted. Accredited service animals are allowed onboard for guests with disabilities, however emotional support animals are not permitted onboard. In addition, we/the airline may specify other items which you must not bring with you and may also refuse to allow you to take onboard any item which we/the airline, consider being inappropriate. Please contact the individual airline to confirm their current restricted items, although these are subject to change without prior notification. If we or the Master of the ship have reason to believe that any stateroom may contain any item or substance which should not have been brought onboard, the Master or an authorized officer has the right to enter and search the stateroom concerned and seize any such item or substance. Please ensure that any sharp items, including but not limited to scissors, razor blades, nail clippers, tweezers, combs with metal prongs and knitting needles, are packed in your check-in luggage and not your hand luggage due to airport security measures.

2.3 WHAT SHOULD I DO IF MY PROPERTY IS LOST, DELAYED OR DAMAGED DURING MY CRUISE?

This section applies in relation to any loss, delay or damage to property which occurs during your cruise or whilst getting on or off the ship or whilst using any services provided or arranged by us except for any claims in relation to any valuable or important items (see section 2.1) or in relation to air travel, including the process of getting on or off the aircraft (see section 2.4 below.) It is our guests' responsibility to remove all of their belongings from their stateroom when they depart their cruise. If an item is left onboard, whilst we will assist you in trying to recover the item, if we are unable to do so, then we cannot be held responsible and we will refer you to your travel insurance to make a claim for the item. Please note that items left behind may be destroyed. You must tell us about the problem as soon as possible. If you discover the loss, delay or damage when onboard, you must immediately report it to the Guest Services Desk.

The time limits for notifying any loss, delay or damage, and the maximum amount which will be payable by us or the supplier concerned, are as follows:

- Any damage or delay, which is apparent, must be notified to ourselves and the supplier of the service concerned (if it is not us) before or, at latest, at the time of departure from the ship or, for other services, whilst using or at the end of using those services.

- Any loss, damage or delay, which is not apparent, must be notified to ourselves and the supplier of the service concerned (if it is not us) within 15 days of departure from the ship or the end of your using the service in question. If you can prove that the damage, delay or loss was our fault or the fault of the supplier of a service that we agreed to

arrange as part of your holiday, we will compensate you for the loss or damage you can prove you have suffered as a result, subject to and in accordance with The Athens Convention. However, the maximum we will have to pay you for any damage, delay or loss in these circumstances is the maximum which is payable in respect of stateroom luggage under The Athens Convention. This will also be the case where any property is damaged, delayed or lost whilst not onboard or getting on or off the ship but using other services (apart from air travel) which form part of the holiday we have contractually agreed to provide. In all cases, you must give credit for payments received from any airline and/or other supplier in connection with your claim. You must also give us details of any relevant insurance coverage you hold. In appropriate cases we are entitled to reduce your claim by the amount received from any/all insurance companies.

2.4 WHAT SHOULD I DO IF MY PROPERTY IS LOST, DELAYED OR DAMAGED DURING AIR TRAVEL?

Any damage, destruction, delay or loss suffered during any travel by air (including the process of getting on and off the aircraft) must be notified to the airline at the time of discovery or, in any event, in writing within 7 days of the end of the flight concerned for damage, destruction or loss or within 21 days of the luggage being made available for you in the event of delay. Guests with flights booked via Royal Caribbean International® should also contact our Guest Services team onboard who will be able to assist. The maximum we or the airline will have to pay you in the event of any damage, destruction, delay or loss of luggage or property is the most which is payable under the relevant international convention or regulation. We will only be liable for any air travel that has been booked as part of a standard fly/cruise package or build your own package that incorporates flight services. For most international flights, this will be the Montreal Convention 1999. Where the Montreal Convention 1999 applies, the maximum we or the airline will have to pay you at present for loss, destruction, damage, delay of luggage is the maximum payable under the Convention. We and the airline will not be liable to pay any compensation in the case of delay affecting luggage if we or the airline can prove that the airline took all measures that could reasonably be required to avoid the delay or that it was impossible for the airline or its employees to take such measures. In the case of damage, destruction, delay or loss of luggage, if we or the airline prove that the damage, destruction, delay or loss was caused or contributed to by the negligence or other wrongful act or omission of the person claiming compensation, or the person from whom he or she derives his rights, we and the airline will not be liable for the damage, destruction, delay or loss, to the extent that such negligence or wrongful act or omission caused or contributed to the damage, destruction, delay or loss. Subject to the above, we and the airline will only be liable for destruction or loss of, or of damage to, checked luggage on the condition only that the event which caused the destruction, loss or damage took place onboard the aircraft or during any period within which the checked luggage was in the charge of the airline. However, neither we nor the airline will be liable if and to the extent that the destruction loss or damage resulted from the inherent defect, quality or vice of the luggage. In the case of unchecked luggage, including personal items, we and the airline will only be liable if the damage resulted from the airline's fault or that of its employees or agents. Some airlines have restrictions on weight, as well as the number of pieces for checked luggage. Please check with the relevant airlines for your exact luggage allowance permitted as in most cases exceeding these limits will incur additional fees. In all cases, you must give credit for payments received from any airline or other supplier in connection with your claim. You must also give us details of any relevant insurance coverage you hold. In appropriate cases we are entitled to ask you to reduce your claim by the amount received from any insurance companies.

2.5 WHAT IS MY LUGGAGE ALLOWANCE?

The maximum luggage allowance for guests boarding our ships is 200lbs (90kg) per guest, however, airlines also impose their own baggage allowance, with which you must also comply, this is usually less than the cruise allowance. There are always restrictions on the amount, size and weight of the luggage you may take on any flight, in particular where we are using non-scheduled services. We strongly recommend that you check with your airline directly for confirmation of your baggage allowance as allowances vary from airline to airline and excess luggage fees may apply. In some instances, baggage allowance can be limited to as little as 15kg. All luggage allowances are subject to variation by the airline concerned and you may be charged additional costs by the airline for excess luggage. Please note: If you are sailing on a transatlantic Ocean Voyages cruise and you have booked a fly cruise package, your luggage allowance will be limited to

the lower allowance, specified by the airline. Recently many airlines have reduced the number of free pieces of checked baggage you can take on transatlantic flights. Please check with your airline for details. Please note, we reserve the right to strictly enforce the luggage allowance limitation.

2.6 WHAT ARE THE PASSPORT AND VISA REQUIREMENTS FOR MY HOLIDAY?

PASSPORTS

If you are a British citizen (including children and infants), you must have your own full 10-year (5 year for children) passport which is valid for at least 6 months after your expected return date to the UK. Guests holding non-British passports should check with relevant embassies. It is no longer possible for children to be included on their parent's passport. Obtaining a full British passport may take up to 6 weeks, but you should allow longer at busy times of the year. If you or any member of your party is 16 or over and haven't yet got a passport, our recommendation is that you should apply for one at least 6 weeks before your holiday. The Passport Service has to confirm your identity before issuing your first passport and will ask you to attend an interview in order to do this. All guests should check with the relevant embassy prior to travel for the most up to date information on passenger requirements.

VISAS

There may be a visa requirement for your cruise, particularly if you are visiting countries in the USA, Asia, the Middle East, China, India and Australia. If you need assistance when applying for your visas,

Royal Caribbean recommends VisaCentral, a CIBT company. To make sure you know about the visa requirements for your destination, please visit the dedicated Royal Caribbean visa portal at:

https://cibtvisas.co.uk/royalcaribbean or call the information line to speak to a visa consultant: Royal Caribbean guests who use VisaCentral to apply for their visas through this portal will receive a discount on the service fees, currently up to 50%. At the time of going to print, the visa requirements for British Citizens are as follows:

United States – It is a mandatory requirement that, to be eligible to board any cruise or flight which will call at any US port of entry, Puerto Rico or the British Virgin Islands (BVI), all individuals intending to travel have either a valid visa or a valid Electronic System Travel Authorisation (ESTA). UK nationals can apply via ESTA under the Visa Waiver Program. You must complete your application for an ESTA no later than 72 hours before departing for the United States. Real-time approvals are no longer available and arriving at the airport without a previously approved ESTA will likely result in being denied boarding.

Please also note certain persons may not be eligible to enter the United States under the Visa Waiver Programme. These include, but are not limited to, people who have been arrested, even if the arrest did not result in a criminal conviction and those with criminal records, (the Rehabilitation of Offenders Act does not apply to US visa law) etc. If you are in any doubt whatsoever as to whether you can travel under the Visa Waiver Program you are strongly advised to check with the US Embassy through their website: https://uk.usembassy.gov before you book your holiday with us. To apply under the Visa Waiver Program, please log on to the website at https://esta.cbp.dhs.gov/estano later than 72 hours before departing for the US and provide the biographical and eligibility information required. Where ESTA approval is given, it shall remain valid for 2 years from the date of issue, unless certain personal information changes within the 2-year period. Please print off a copy of the ESTA for each member of your party as for cruise check-in, you will need to present it at the pier when checking in for a cruise that will call/finish at any US port, Puerto Rico or the BVI.

Airlines will automatically check that passengers have the necessary ESTA approval or documentation to be eligible to travel. Please note that we cannot accept any responsibility if ESTA applications are rejected. Where an ESTA application is rejected, affected individuals will need to apply for a visa via the US Embassy to travel to the United States. Please note that entry to the United States will be finally determined by its own border officials on entry. If you are travelling to the USA under the Visa Waiver Program, you and all members of your party (including children) must ensure that your passport is an e-Passport i.e. a biometric passport with the biometric symbol on the front cover.

Australia – An e-visa or eTA (electronic) visa is required prior to departure. Some guests over the age of 75 years old may not be eligible for an e-visa or eTA and will have to obtain a full tourist visa in advance of departure. This visa may take several weeks to obtain.

Cambodia – The ship will charge a one-time nominal fee to the guest's onboard account for guests securing a visa onboard.

Canada – Travelers entering Canada by air need an eTA (electronic) visa; this must be obtained in advance of arrival.

China – In general, a visa is required prior to departure but, on some cruise itineraries, guests may be able to transit in/from Shanghai or Beijing without a visa:

144 Hour Visa Free Waiver – applies to 3 regions:

The Beijing, Tianjin, and Hebei region is now available for a 144-hour visa free transit. Guests arriving to the region will be able to visit the surrounding area with proof of exit travel from mainland China within 144 hours of the arrival in Beijing, Tianjin, or Hebei. Guests may not leave Beijing, Tianjin, or Hebei during that time.

The Yangtze Delta region (Shanghai, Jiangsu, and Zhejiang) is also available for a 144-hour visa free transit. Guests arriving to the region will be able to visit the surrounding area with proof of exit travel from mainland China within 144 hours of their arrival in Shanghai – via airport or seaport – directly from a country other than China or Vietnam. Guests may not leave the Yangtze Delta region (Shanghai, Jiangsu and Zhejiang) during that time.

Note: Shanghai, Jiangsu, and Zhejiang are separate from Beijing, Tianjin, and Hebei and cannot be combined for visa free transit. Guests who wish to visit both regions will require a visa. You must present your cruise documents and travel summary to immigration authorities upon entering China.

Entry to China under a visa waiver is not guaranteed – Chinese border officials have the right to refuse entry without warning or explanation. You should contact the Chinese Embassy or the China Visa Application Service Centre before your proposed trip for further information. If you're unsure about your eligibility for a visa waiver, you're advised to apply for a visa before travelling.

Hong Kong is not considered to be part of China in terms of visa requirements. If you are only visiting Hong Kong, a visa is not required.

Guests requiring a full tourist visa will need to make an appointment at a Chinese Visa Application Service Centre in London, Manchester or Edinburgh and provide 10 fingerprints to process their visa request.

Sanya, China – Guests who have a pre-booked shore excursion organised via Royal Caribbean and are not visiting other parts of China do not require a visa in advance.

India – A tourist visa is required prior to departure for entry to India. Ocean cruise passengers are also currently eligible for an e-visa.

New Zealand – Guests must have an ETA to travel to New Zealand and can request their ETA via the ETA mobile app or the Immigration NZ website. The app is fast and easy to use. The app also offers greater data accuracy, making it the preferred option. Guests will also pay their International Visitor Conservation and Tourism Levy (IVL) at the same time they request their ETA.

Turkey – British nationals need an e-visa to enter Turkey, except for cruise ship passengers with 'British Citizen' passports who arrive at seaports for tourist visits to the port city or nearby cities, provided that the visit doesn't exceed 72 hours. If you are flying into Turkey to start your cruise there, you must apply for your e-visa in advance of entry.

Vietnam –all British passport holders travelling for tourism or business can enter Vietnam for up to a maximum of 15 days without a visa.

IMPORTANT - Guests who are British, but their nationality is stated as other than “British Citizen” in their passport must check all visa requirements in advance of travel. Please also note that where there is a requirement to have a visa to travel to a particular country, even if a guest chooses not to disembark the ship in that country, a visa must be arranged as indicated. The only exception to this rule is Russia where a guest is able to stay on the ship in St Petersburg and does not need to obtain a visa.

You must ensure that all guest names (including any middle names) are exactly the same as they appear on the cruise ticket as in their passport. If there is any difference, you may be refused entry onto your flight/cruise. Passport and visa requirements may change and vary by destination. We regret we cannot accept any liability if you are refused entry onto any flight or into any country, or otherwise suffer any difficulties or incur any costs as a result of not having the correct passport and/or any required visa(s). It is the sole responsibility of the guest to identify and obtain all required travel documents and have them available when necessary. These appropriate valid travel documents such as passports, visas, inoculation certificate, letters for unaccompanied minors and family legal documents are required for boarding and re-entry into the United States and other countries. Guests who do not possess the proper documentation may be prevented from boarding their flight or ship or from entering a country and may be subject to fines. No refunds will be given to individuals who fail to bring proper documentation. Certain Port Authorities may from time to time ask to see photo identification when you depart the ship during the cruise. We strongly suggest that you take a photocopy of your passport in addition to your passport itself with you on holiday and carry the photocopy with you each time you depart the ship, separately to your passport, in order to minimise any inconvenience this may cause and to help with any situation where a passport is lost or stolen. These requirements should act as a guide only and are subject to change at any time (Often there are requirements on passport validity length, even where a visa is not required). For updated advice please contact us, your travel agent, VisaCentral or visit the FCO’s travel advice page: https://www.gov.uk/foreign-travel-advice. Alternatively, you may instead visit the relevant embassy in person to arrange the necessary visa. Please note the visa advice is for British Citizens only. Guests who hold other nationality of passports should check with either VisaCentral or with the relevant embassy of each port of call. Where visas can be purchased onboard, guests are asked to complete the app/ online check-in process, including all mandatory information at www.royalcaribbean.com/gbr in advance of their sailing. Completing this information will significantly speed up the process for you and will avoid any possible delays and queues on the ship.

2.7 ARE THERE ANY FORMAL HEALTH REQUIREMENTS?

Please contact your GP for advice and the most up-to-date health requirements for all destinations on your cruise at least 8 weeks before and again within 14 days before you travel. To ensure a healthy sailing, we request that guests complete a questionnaire at the port to confirm if they are suffering from or showing symptoms of gastrointestinal type illness or other illnesses that spread easily from person to person. We may also require proof of vaccination or testing for Infectious disease, including COVID-19. We have a medical facility on all our ships to assist you if you feel unwell on your cruise. We strongly recommend you visit the medical facility if you are feeling unwell especially in the event of any gastrointestinal illness, such as diarrhea or vomiting, or symptoms of COVID-19, such as coughing, loss of sense of taste or smell. In such circumstances, please contact the medical facility immediately and follow any advice or instructions given to you by its medical personnel. Where necessary, if your condition is deemed contagious, you may be confined to your cabin to avoid your condition spreading to other guests onboard. Non-compliance with the instructions of the ship medical personnel is contrary to our Guest Health Safety and Conduct Policy and could lead to your removal from the ship at the next port of call, in accordance with that policy. For full details of all our COVID-19 protocols, our Supplementary Booking Terms and Conditions, and our Guest Conduct Policy which are incorporated into these terms and conditions, see www.royalcaribbean.com/gb/terms-and-conditions or contact your Travel Agent. You can also check the latest country-specific health advice from the National Travel Health Network and Centre (NaTHNaC) on the TravelHealthPro website. Each country-specific page has information on vaccine recommendations, any current health risks or outbreaks, and factsheets with information on staying healthy abroad. Guidance is also available from NHS (Scotland) on the FitForTravel website. Information on health requirements is also contained in the UK Department of Health leaflet T6 (Health Advice for Travellers) available from your local Department of Health Office and most Post

Offices, and on the UK Government website at www.gov.uk/foreign-travel-advice. General information on travel vaccinations and a travel health checklist is available on the NHS website. You may then wish to contact your health adviser or pharmacy for advice on other preventive measures and managing any pre-existing medical conditions while you're abroad.

The legal status and regulation of some medicines prescribed or purchased in the UK can be different in other countries. For example, In the UAE, some prescribed and over the counter medicines are considered controlled substances and can't be brought into the country without prior permission from the UAE Ministry of Health. For European holidays you need a European Health Insurance Card (EHIC) to receive healthcare that becomes necessary during your visit to an EEA country or Switzerland free or at a reduced cost If you have an EHIC card, it will enable you to receive medical assistance in an EU country but is not an alternative to adequate travel insurance which we strongly recommend you obtain as soon as you make a booking. Alternatively, a UK Global Health Insurance Card (GHIC) gives you the right to access state-provided healthcare during a temporary stay in the European Union (EU). UK-issued EHIC cards are still valid at the time of publication and offer the same cover as GHICs in the EU. Once your EHIC has expired, you'll be able to replace it with a GHIC. You can get a provisional replacement certificate (PRC) if you need treatment abroad and do not have a card. For more information, see https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic.

Royal Caribbean International® welcomes pregnant guests but will not accept guests who will enter their 24th week of pregnancy by the beginning of, or at any time during their cruise or cruise tour. Please check our website for full details. To ensure a healthy sailing, we request that guests complete a questionnaire at the port to confirm if they are suffering from or showing symptoms of gastrointestinal type illness or other illnesses that spread easily from person to person. We have a medical facility on all of our ships to assist you if you feel unwell on your cruise. We strongly recommend you visit the medical facility if you are feeling unwell especially in the event of any gastrointestinal illness, such as diarrhea or vomiting. In such circumstances, please contact the medical facility immediately and follow any advice or instructions given to you by its medical personnel. Where necessary, if your condition is deemed contagious, you may be confined to your cabin to avoid your condition spreading to other guests onboard. Non-compliance with the instructions of the ship medical personnel is contrary to our Guest Conduct Policy and could lead to your removal from the ship at the next port of call in accordance with that policy. For full details of the Guest Conduct Policy which is incorporated into these terms and conditions see www.royalcaribbean.com/gbr/en/terms-and-conditions.

2.8 WHAT IF I CANNOT TRAVEL?

In the event you wish to transfer your booking to another party, you must notify us in writing at least 7 days prior to the departure date. In the event that there are any increased costs in making such changes e.g. flight cancellation and rebooking fees, administrative fees or other charges or costs deriving from such transfer, both you and the other party shall be jointly liable to pay those fees, charges or costs. For all other bookings please see section for applicable cancellation charges.

3. FROM PLANE TO PORT

3.1 HOW DO I GET TO MY CRUISE?

On our standard fly/cruise package holidays, we offer flight departures from a selection of UK airports.

Connecting UK domestic flights are also available from a selection of regional airports. Some flights may incur a supplement which will be advised at the time of booking. Please note that we are not always able to offer a direct flight to our guests as this is subject to the airline's schedules and availability. Where you build your own package, if you require transfers you will need to add them to

your booking as these are not added automatically. Where you are building your own package some flights may not necessarily return to the same airport in the UK e.g. a return flight to London Heathrow as opposed to London Gatwick so please check your details carefully before paying for your booking.

ALL FLIGHTS ARE SUBJECT TO THE FOLLOWING CONDITIONS:

All flights are subject to availability and the conditions of carriage of the applicable airline which may be viewed on the airline's dedicated website or are available on request. These conditions set out your rights and obligations which you must comply with. In the event that we incur costs because of your failure to comply with the Conditions of Carriage then we reserve the right to pass such costs on to you. Whilst the dates of your outward and return flights will be advised at the time of booking, the flight timings and/or routing may not be shown on your confirmation invoice. Flight timings shown on your confirmation invoice are for guidance only and may change. Your confirmation invoice will show the latest planned timings. Your actual flight timings will be shown on the air arrangements page of your cruise e-docs, which you should check carefully as soon as you receive these. We may not be able to inform you of your flight timings and routing for bookings made more than 10 months before departure. Please note that your booked flight may not be the most direct route and may also involve multiple stops on route to your destination which may involve you disembarking from the aircraft. Where guests are travelling together but booked on different booking numbers, we cannot guarantee that we will be able to book the same flight itinerary, as this is subject to availability. This information will be provided as soon as we are in a position to do so. A contract between us will come into existence when we send out the Confirmation Invoice, even when we are unable to provide flight timings. The flight timings and airlines shown on your Confirmation Invoice cannot be guaranteed and are subject to change. Whilst we endeavour to book the best connections between flights, a wait may be experienced at connecting airports. We are not always in a position to confirm the route, service (scheduled or non-scheduled), airline, aircraft type or the airport of destination, which will be used in conjunction with any flight included in your holiday. When this information is provided at the time of booking or subsequently, it is subject to change (including the substitution of non-scheduled flights for scheduled air services and/or rerouting of air travel due to scheduled air services being withdrawn or changed or being unavailable). Any such change will not entitle you to cancel or change to other arrangements without paying our normal charges. In any event the actual flight times will be those shown on your tickets, which will be dispatched to you approximately four weeks before departure. You must accordingly check your tickets very carefully immediately upon receipt for confirmation of correct flight times. It is possible that flight times may be changed even after tickets have been dispatched – we will contact you as soon as possible if this occurs. Any amendments to your flight or other arrangements will be subject to availability and will incur an administration charge of £35 per person along with any additional costs and charges incurred by us or imposed by the airlines or other supplier. If your flight tickets have been issued, standard airline cancellation penalties will also apply. In some cases, these could be the full cost of the ticket. If you wish to travel on a particular carrier, flight routing, if your departure and/or arrival date differ from the standard flight inclusive package, any additional costs and charges incurred by us or imposed by the airlines may be payable.

3.2 WHAT CLASS OF FLIGHT SEAT/TICKET IS BOOKED?

Unless you book and pay for an upgrade, you will fly economy class. We strongly recommend that you check in early if you have a particular seat request as we have no control over the allocation of seats – you will need to pay the airline directly if they charge a supplement – and they may only allow you to select your seats once your flight tickets have been paid for in full and issued. Flights are often full, your choice of seats may not be available, and it may not be possible to obtain seats together. At our discretion, we will arrange special group rates with some airlines (allocations) and, in some of these cases, you may not be able to pre-book your seats – they will be allocated to you when you check in online or at the airport. Only fully fit and able-bodied guests may occupy exit row seats on aircraft. Emergency exit seats will therefore only ever be assigned at the discretion of the airline at check in. Some flights will involve a change of aircraft. Where applicable, and we are in a position to notify you, this information will be shown on your Confirmation Invoice. The flights used in conjunction with our cruises may be based on special fares and may not be by the most direct route. Flights may have at least one refuelling and/or other stop and this may not be shown on your confirmation

invoice. Flights will either be by scheduled or non-scheduled service. Most airlines operate a non-smoking policy. We/the airline will endeavour to satisfy any special service(s) requests such as special dietary requirements, meet and assist and wheelchair assistance. Regrettably we/the airline cannot guarantee your request. Some medical assistance and special meal requests may incur a charge, which will be invoiced accordingly. For all special requirements please email royalairuk@rccl.com or call 0344 493 4005*. Any request of this nature should be advised at the time of booking. Not meeting any special request for any reason will not be a breach of contract. Airlines may at their discretion refuse to carry guests with certain medical conditions. You must provide details of all medical and physical conditions, which affect you, and/or any member of your party at the time of booking. See also 4.3, 5.2 and 5.6 overleaf. We do not guarantee that guests travelling within the same party will be confirmed on the same flight arrangements. The ability to pre-book your seats and complete online check-in varies between airlines and ticket class. Please visit your airline's website for details.

*Local call rates apply.

3.3 WHAT IF I WANT TO UPGRADE MY STANDARD AIR ARRANGEMENTS?

Subject to availability and paying any applicable difference in price, you can arrive in style by upgrading your flight. If you are interested in upgrading your flight to a destination featured, please notify reservations at the time of booking and we will provide details at that time or your request will be passed on to the Air Sea department. The upgrade package may differ from the upgrade package offered by the airline.

3.4 WHAT IF MY FLIGHT IS DELAYED?

Regrettably, flight delays do occasionally occur. In this event, the airline concerned may provide you with refreshments, and if necessary, may provide overnight accommodation depending on the expected length of the delay, the time of day and the airport in question.

Where you have booked a Fly/Cruise holiday we cannot accept any liability for any delay, which is due to any of the reasons set out in section 5.7 of these booking conditions (which includes the behavior of any passenger on the flight who for example fails to check in or board on time). Please Note: If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline in circumstances that would entitle you to claim compensation against the airline under EC Regulation No 261/2004 – the Denied Boarding Regulations 2004, you must pursue the airline for the compensation due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations. If, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment.

3.5 WHEN WILL I GET AN ATOL CERTIFICATE?

If you book a fly cruise package holiday with us directly via our UK website, we shall provide you with a Confirmation Invoice and ATOL Certificate (Package) via email as soon as you have booked. Sometimes the ATOL Certificate we supply to you may state that the flights are yet to be assigned, in which case, as soon as your flights are allocated, a new ATOL Certificate will be issued to you. Likewise, if any details change of your holiday that changes the details in the ATOL

Certificate we will issue a new ATOL Certificate to you which will replace and supersede the previous one. Where you book a fly cruise holiday through a Travel Agent, your travel agent shall provide you with the ATOL Certificate either on our behalf or on its own account. Please ask for this document and keep this document safe with your travel documents when you travel.

4. ONBOARD SHIP

4.1 WHAT ARE THE DINING ARRANGEMENTS?

On all ships, you have a choice of several seating options for meals in the main restaurant. Please request your preferred seating and table size at the time of booking. We cannot accept any bookings

which are conditional on your preferred seating being or becoming available before departure. If you cancel because your preferred seating is not available (whether or not this was confirmed at the time of booking), our normal cancellation charges will apply. Seating requests cannot be guaranteed. Your table number will be confirmed in your stateroom at the start of your cruise. Dining times may vary slightly on port days due to shore excursion departures. My Time Dining (open seating) is 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 (may vary by itinerary) each evening; much like a regular restaurant, however, we strongly encourage reservations to ensure the best service and to avoid any potential wait times. You can also reserve your dining times in advance of your cruise through our website's 'Manage my Cruise' section. 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 and is 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 your travel agent or if booked directly with us please call our reservations service department on 0344 493 4005* who will be happy to help you. All dining options are subject to availability. The above dining arrangements are correct for ships in operation at the date of issue of these terms and conditions. Be advised that new ships coming into operation for the first time after the date of issue of these terms and conditions may have different dining arrangements. If you intend to book a ship sailing for the first-time post issue of these terms and conditions, please call us closer to your sail date for updated dining arrangements.

*Local call charges apply.

4.2 WHAT ABOUT SPECIAL 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 and lactose-free may be available upon advanced request. Our kosher meals are similar to airline food and are pre-packaged. Kosher food and other special meal requests may not be the same standard and offer the same range as the food provided under the general menu and must be requested in advance of sailing as per 4.3 below. 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 giving as much detail as possible as to your particular requirements as per 4.3 below. We will endeavour to accommodate reasonable requests, although we cannot guarantee we will be able to meet requirements. Please ask your Travel Agent for further information. Whilst we are able to take requests for specific dietary requirements and take note of food intolerances, this is confined to the main restaurant on each ship. We are unable to guarantee or accept responsibility that the food served in any other food establishment onboard ship will be able to cater for specific dietary requirements and food intolerances. Royal Caribbean International® does not provide baby food, but it can be bought in advance through our website News & Offers/Shop Gifts section and then delivered to you onboard.

4.3 WHAT ABOUT SPECIAL SERVICES/ REQUIREMENTS?

We seek to assist those passengers with disability and reduced mobility by making reasonable endeavours to cater for those with special services/assistance requirements. For those with disability or reduced mobility we will seek to ensure

comfortable travel through airports, piers and onboard by liaising with airlines, port agents, hotels, transport companies and of course our ships to make any reasonable and necessary arrangements for assistance for genuine medical reasons. Likewise, we also endeavour to cater for special dietary requirements for religious and/or medical grounds e.g. gluten or dairy free, kosher meals. Please advise us in writing of any special requirements you may have before you make a booking e.g. the carrying of any special medical equipment, assistance animals, wheelchairs, assistance at the airport/port/onboard or relating to ship or hotel accommodation at the time of making a booking. We will also provide with your first Confirmation Invoice a "Guest Special Needs" form (also available on our website) which we ask you to complete and return to us no later than 90 days before travel as this gives you the opportunity to consider and advise us in detail of any special requirements you may have in writing. Based on the information you provide about any special needs you may have, we will assess the suitability of the trip based on those needs as we owe you a legal a duty of care to ensure you are reasonably safe whilst in our care. If we consider that, because of your special needs, your booked holiday is unsuitable, we will make contact with you as soon as possible after you have provided information to us about your needs to explain our reasons and assess any possible alternatives. For all potential guests considering cruising with Royal Caribbean, please feel free to make contact with us in advance of making a booking to discuss with us any special needs. We can then advise on an informal basis if we consider your chosen cruise is suitable. Please note that any sensitive personal information you provide to us will be treated in the strictest confidence. Where we cannot provide appropriate support or the services as requested, we will advise you as soon as possible. The request/ information can be to royalspecialservicesuk@rccl.com. Should your needs change after booking or you become aware that you need assistance as described above you must notify us immediately and we will make reasonable efforts to assist you at that time.

4.4 CAN A SPECIAL REQUEST BE GUARANTEED?

Regrettably, no. Whilst Royal Caribbean International® and our suppliers will endeavour to meet reasonable special requests, we regret we cannot guarantee that Royal Caribbean International® or any supplier will be able to do so. Not meeting any special request for legitimate reasons will not be a breach of contract. If a special request can only be met at an additional cost, except where contrary to the requirements of applicable law, that cost will either be invoiced prior to departure or will be payable locally. Confirmation that a special request has been noted and passed on to the supplier or the inclusion of the special request on your Confirmation Invoice or any other documentation is not confirmation that the request will be met. Unless specifically agreed by us in writing at the time of booking, we cannot accept any booking that is conditional on a special request being satisfied. Such bookings will be treated as normal bookings subject to the above comments on special requests.

4.5 CONSUMPTION OF ALCOHOL ONBOARD

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 but can change during the sailing as local laws require. For ships originating in Europe, Asia, Australia and South America the minimum drinking age limit is eighteen (18). For ships originating in North America, the minimum drinking age is twenty-one (21). At private shoreside resorts such as Labadee and CocoCay and when in US & Canadian 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 we deem it desirable or necessary. If a guest that is below the minimum age limit to consume alcohol onboard has a birthday during a cruise itinerary that would then mean they meet the minimum age limit for consuming alcohol, they must notify the Guest Services Desk and provide evidence in the form of their passport as proof of age in order to allow the Guest Services Desk to update their details and permit them to purchase alcohol onboard. Please note that within the territorial waters of some countries on your itinerary or based on your embarkation port, the onboard shops may be closed or alternatively restrictions may be imposed on some items available for purchase or additional VAT added dependent on that country's VAT rules. Restrictions apply and this policy is subject to change without notice. Guests of appropriate drinking age are allowed to bring aboard, on embarkation day only, 1 bottle (75cl) of wine or champagne, per person, for consumption within their stateroom. When consumed in any shipboard restaurant, bar or dining venue, a corkage fee of $15 applies per bottle. 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 International® Guest Conduct Policy may be enforced, up to and including disembarkation, if a guest violates any alcohol policy. Guests under the age limits above will not have alcohol returned to them. Guests who violate any alcohol policies, (over consume, provide alcohol to people under stated age above, 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. Royal Caribbean International® reserves the right to revoke or otherwise restrict drinking privileges of any guest, regardless of age. Additional policies for groups are located in the Appendices of the Travel Agent Guide and are enforced without exception. Applicable regulatory age restrictions apply while the ship is in port and until the vessel enters International waters.

4.6 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/centres 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®, 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 England and Wales, 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.

4.7 ASSISTANCE

If you are in difficulty while on holiday and require assistance with health services, local authorities or consular assistance, please call us on +44 (0)344 493 2063 for information (from overseas, additional call charges may apply). Royal Caribbean may charge a reasonable fee for such services. Onboard please refer to the Guest Services Desk or the Medical Centre.

5. ADDITIONAL INFORMATION

5.1 WHAT IF I AM TRAVELLING WITH A GROUP?

Please consult your Travel Agent or us directly for deposit, payment, cancellation and other information. Terms and Conditions for those travelling in a group may be different to those that apply to individual bookings.

5.2 WHAT ABOUT GUESTS WITH SPECIAL NEEDS?

You must ensure that you are medically and physically fit for travel, and that such travelling will not endanger yourself or anyone else. At the time of booking (or as soon as possible if the condition arises after booking) you must tell your Travel Agent (or us if booking direct) in writing about any assistance or requirements that you have relating to accommodation, seating or services on your holiday including medical assistance or a requirement to bring medical equipment onto the cruise. We also ask that you notify us of any medical or physical condition which will or may require medical treatment or attention during your holiday or which may or will affect your holiday in any way (including your use of any services or facilities) in order that we can prepare accordingly and make all reasonable efforts to accommodate you in a safe manner. Please provide as much information as possible. Except as set out below, our ships have a limited number of accessible staterooms, equipped with features designed to help guests with a mobility disability or other disability who may find a non-accessible stateroom restrictive. Guests who book these staterooms must sign and return the Guest Special Needs Form we provide in order for us to ensure that they are only allocated to those guests who have a genuine medical requirement for them. We reserve the right to reassign guests to a standard stateroom where there is no genuine medical need for an accessible stateroom or cancel the booking, in order to ensure the above. Please contact your travel agent or our reservations team for further information. Please be aware that some ports of call may not have an infrastructure capable of providing accessible access or transport for disembarking the ship. Guests who use wheelchairs must provide their own collapsible wheelchair and may find certain areas of the ship inaccessible. If you would like to bring a motorised wheelchair or scooter onboard you must complete the Guest Special Needs form we provide and then send it to our Special Services department by email at royalspecialservicesuk@rccl.com at time of booking to provide the dimensions as size limitation may apply and we may not be able to accommodate this request. Certain conditions (for example, use of tenders or some shore excursions) may prevent guests with wheelchairs from going ashore at certain ports of call. 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. Based on the information you provide about any special needs you disclose, we will assess the suitability of the trip based on those needs as we owe you a legal a duty of care to ensure you are reasonably safe whilst in our care. If we consider that, because of your special needs, your booked holiday is unsuitable, we will make contact with you as soon as possible after you have provided information to us about your needs to explain our reasons and assess any possible alternatives. For all potential guests considering cruising with Royal Caribbean, please feel free to make contact with us in advance of making a booking to discuss with us any special needs. We can then advise on an informal basis, if we consider your chosen cruise is suitable. Please note that any sensitive personal information you provide to us will be treated in the strictest confidence.

5.3 ARE THERE ANY AGE RESTRICTIONS?

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/cruise tour. 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.

5.4 WHAT ABOUT ADVANCED OR DELAYED SAILINGS AND CHANGES IN THE ITINERARY?

We regret we cannot guarantee that ships will call at every advertised port or follow every part of the itinerary. Itineraries may change from time to time, both before and after your sailing departs. Royal Caribbean International® and the Master of the ship have the right to omit or substitute any port(s), call at any additional port(s), vary the order of call for ports, change the time of arrival at, departure from or time spent at any port of call, deviate from the advertised itinerary in any way or substitute another ship. Where possible, you will be advised of any significant changes to your confirmed itinerary before departure from the UK – see section 5.5. Changes to the last confirmed itinerary for your cruise may become necessary after you have departed from the UK for a variety of reasons such as prevailing weather and sea conditions, guest emergencies, providing assistance to other vessels and the ship being unable to operate at its normal speed(s) due to unexpected mechanical or technical problems. 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 in respect of any changes, that result from circumstances outside our control (see section 5.10) or which do not have a significant detrimental effect.

5.5 CAN YOU CHANGE OR CANCEL MY HOLIDAY?

Occasionally, we have to make changes to and correct errors in our terms and conditions or the brochure and other details both before, and after, bookings have been confirmed and, even more rarely, cancel confirmed bookings. There

may be a requirement to carry out maintenance/ building works on your cruise, or we may be required to comply with government or official orders that affect our services. Where the works are likely to seriously impair your holiday, we will notify you as soon as possible. Occasionally we may also be forced to cancel a US back-to-back cruise due to local legal restrictions preventing us from allowing you to travel on this basis but will endeavor to advise you promptly after making such a booking if this is necessary (see Q&A What about Consecutive Cruises?). Whilst we always endeavor to avoid changes and cancellations, we must reserve the right to do so. If we have to make a significant change or cancel, we will tell you as soon as possible. For significant changes, if there is time to do so before departure, we will offer you the choice of the following options:

A. accepting the changed arrangements

B. purchasing an alternative holiday from us, of a similar standard to that originally booked if available. We will offer you at least one alternative holiday of equivalent or higher standard for which you will not be asked to pay any more than the price of the original holiday amount if the guest has paid in full. If this holiday is in fact cheaper than the original one, we will refund the price difference. If you do not wish to accept the holiday we specifically offer you, you may choose any of our other available holidays. You must pay the applicable price of any such holiday. This will mean you paying more if it is more expensive or receiving a refund if it is cheaper.

C. cancelling or accepting the cancellation in which case you will receive a refund of all monies you have paid to us within 14 days of such cancellation.

Please note: the above options are not available where any change made is a minor one.

WHAT IS A SIGNIFICANT CHANGE?

A significant change is a change to your confirmed holiday, which we can reasonably expect will have a significant effect on it. Examples of significant and minor (defined below) changes are as follows:

Significant change: Examples include a change from two days' port of calls to two days sailing instead; a change in UK departure airport (excluding changes between local airports) and a change in the time of your outbound flight by more than 12 hours on a 14-night holiday.

Minor change: Examples include a change from one port of call to another; a change from one day's port of call to one day sailing; a change in timings for any port(s) of call but the ship still calls at all confirmed ports; a change in order of ports that are visited and a change in the time of your departure that is less than 12 hours on a 14 night holiday. Very rarely, we may be forced by 'force majeure' (see section 5.10) to change or terminate your holiday after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result.

5.6 CAN YOU REFUSE TO ALLOW ME TO TRAVEL?

If in our reasonable opinion or the reasonable opinion of the ship's Master or doctor, you are or appear to be unfit to travel for any reason or a risk or danger to yourself or a danger to others or behave in such a way as to cause or likely to cause danger, upset or distress to any third party or danger to property. In this situation, we are entitled without prior notice to refuse to allow you to travel on any ship and to terminate your cruise holiday at any time. You may then be left at any port or place at which the ship calls without us incurring any liability. You will have to pay any costs, expenses or losses suffered as a result, and we will not pay any compensation or give you any refund. Once your holiday has been terminated in this manner, we will not have any further responsibility towards you. To ensure a healthy sailing, we may also request that guests who arrive at check in and are showing symptoms of gastrointestinal type illness or other illnesses that spread easily from person to person, may be asked following consultation with our medical staff to

reschedule their cruise. The same right to refuse to allow you to travel or to use any services applies where you are or appear to be unfit to travel or otherwise behave badly as set out above during any other part of your holiday. If you have failed to give proper notice of any assistance or needs, you require in accordance with section 5.2 and in accordance with EU Regulation 1177/2010 we reserve the right to refuse to allow you to travel. Please also see section 1.3.

Please tell us about any special needs you may have so we can advise you of the suitability of the selected holiday. Please note that any sensitive personal information you provide to us will be treated in the strictest confidence. If we consider that, because of your special needs, your chosen holiday may be unsuitable, we will advise you as soon as possible after you have provided information to us about your and assess any possible alternatives.

On every Royal Caribbean International® ship, we are committed to providing every guest with a cruise holiday that is excellent. To further ensure that you and your fellow guests receive exactly that, we have developed a set of Guest Health, Safety and Conduct Policies which are available onboard. Important: A violation of any of Royal Caribbean International® Guest Policies are cause for appropriate corrective action, including confiscation of improper materials or items and ejection of the guest from the ship or refusal to allow them to travel on or termination of future cruise bookings. These policies are subject to change without notice and without liability to Royal Caribbean International®. Royal Caribbean International® is free to adopt additional rules not stated in these policies.

5.7 WHAT IS YOUR LIABILITY TOWARDS GUESTS?

Subject to section 5.8 below 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/or within the course of either their employment or their engagement directly by us; or

'force majeure' as defined in section 5.10.

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 the UK, which would have applied had those services been provided in the UK. 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.

5.8 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 Royal Caribbean International®, RCL Cruises Ltd., and/or RCL Cruises (Cyprus) Ltd., are 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 Royal Caribbean International®, RCL Cruises Ltd., or RCL Cruises (Cyprus) Ltd., their 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. The applicable Royal Caribbean International®, RCL Cruises Ltd., or RCL Cruises (Cyprus) 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 these Booking Conditions, 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 any 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).

5.9 IF I HAVE A COMPLAINT?

In the unlikely event you have a reason to complain whilst away, you must immediately notify the Guest Services Desk onboard ship and the supplier of the service(s) in question (if not us). This is to ensure that we are given the opportunity to address and to attempt to resolve any issue you raise. Any verbal complaint must be put in writing and given to the supplier and us as soon as possible. If a problem cannot be resolved to your satisfaction and you wish to follow this up on your return, you must contact our Customer Relations team:

Email: CustomerRelationsUK@rccl.com

Phone: 0344 493 2063 (local rates apply)

You must give your booking reference number and full details of your complaint within 28 days of your return from holiday unless a different time limit applies to your claim – see section 2.1, 2.3, 2.4 and 5.8. We will only accept complaints from the lead name on a booking. If your complaint is written on behalf of other members of your travelling party, their full names and booking reference numbers must be clearly stated in the correspondence together with their authority for you to handle the complaint on their behalf. If you fail to follow this simple complaint procedure, your right to claim the compensation you may otherwise have been entitled to may be affected or even lost as a result. Any dispute between us, which cannot **be settled by agreement**, may be referred to the Association of British Travel Agents **(ABTA) Arbitration scheme** which can be used for disputes relating to alleged breaches of contract and/or negligence claims or the Association of British Travel Agents (**ABTA) Conciliation Scheme** which can be used specifically for disputes

relating to personal injury and sickness, full details of both may be found at www.abta.com. Alternatively, where you have specifically booked online, you may choose to take advantage of the **EU Online Dispute Resolution Service**, full details of which are available at http://ec.europa.ey/odr. If you do not wish to use ABTA services, the EU Online Dispute Resolution Service or if the dispute is not resolved as a result of using their service, **you may go to court**. We both agree that any dispute, claim or other matter arising out of or in connection with your contract or your holiday with us will **only be dealt with by the Courts of England and Wales**. The contract between us is **governed by English law**. RCL Cruises Ltd. are ABTA members and shall allow any dispute arising out of an alleged breach of contract or negligence by us to be referred to **arbitration arranged with Hunt ADR**, and will be subject to time frame, financial and other restrictions, **as per the rules of the scheme**.

5.10 WHAT ABOUT CIRCUMSTANCES WHICH ARE OUTSIDE 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 in clause 5.7 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 United Kingdom's decision to leave the European Union (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.

5.11 BROCHURE VALIDITY

You must ensure that you are using an up-to-date brochure when you book your holiday. We cannot accept any liability whatsoever for any mistakes and/or any incorrect/inaccurate information which results from the use of an out-of-date brochure.

5.12 WHAT OTHER CONDITIONS APPLY TO MY HOLIDAY?

Airlines, hotels, lodges, rental companies and our other suppliers have their own conditions, which will apply to your holiday, we strongly recommend that you refer to these. Some of these conditions may limit or exclude the airline's or other supplier's liability to you, often in accordance with International Conventions. Copies will be available from our suppliers.

5.13 IS MY MONEY SAFE?

A. Standard Fly/Cruise and Build Your Own Package (Incorporating Flights) Holidays

Royal Caribbean Cruises Ltd ('RCCL') and RCL Cruises Ltd each hold an Air Travel Organiser's Licence (ATOL no 3088 and 10372) issued by the Civil Aviation Authority ('CAA'). This means that if you purchase a Royal Caribbean International® flight inclusive cruise holiday in the unlikely event of our insolvency, the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking. You will receive a Confirmation Invoice from us confirming your arrangements and your protection under our Air Travel Organiser's License numbered either 3088 or 10372. All the flight inclusive cruise holidays in our brochures and on our website are financially protected by the ATOL scheme under our applicable ATOL number. When you pay you will be supplied with an ATOL Certificate. Please ask for it and check to ensure that everything you booked (flights, hotels and other services) is listed on it. For more information about financial protection and the ATOL Certificate go to http://www.atol.org.uk/ATOLcertificate.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you.) You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to the alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If you have booked a Royal Caribbean International® flight inclusive cruise holiday via one of our authorised travel agents, all monies you have paid for that booking will be protected by the above arrangements regardless of whether that travel agent becomes insolvent before or after we have issued our confirmation invoice. In this event, you will be required to pay any outstanding balance due (if any) directly to us (or any other travel agent nominated by us) in accordance with these booking conditions in order to receive your holiday. If you have booked a Royal Caribbean International® flight inclusive cruise holiday via one of our authorised travel agents, you should receive from the travel agent a confirmation invoice issued by us which shows that we have arranged the flights as well as the cruise part of the holiday. Where a travel agent acts as our agent for a booking, any payments of money accepted by the travel agent from you is held on behalf and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the travel agent's obligation to pay such funds to us as ATOL holder for so long as we do not fail as a business. If we as ATOL holder fail as a business, any money held at that time by the travel agent acting as our agent, or subsequently accepted from you by the travel agent is and continues to be held by that travel agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us as principal ATOL holder. If we, or the suppliers identified on your ATOL Certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme.

You agree that in return for such a payment or benefit you assign absolutely to Trustees any claims which you have or may have arising of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

B. Cruise-Only and Build Your Own Package (Not Incorporating Flight Services) Holidays

Royal Caribbean Cruises Ltd ('RCCL') and RCL Cruises Ltd are members of ABTA with membership numbers Y1650 and L8357/Y3001 respectively. ABTA and ABTA members help holidaymakers get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA, 30 Park Street, London, SE1 9EQ. Tel: 020 3117 0500 or www.abta.com When you book a Royal Caribbean International® cruise only holiday via one of our authorised travel agents, all monies you pay for that booking will be held by the travel agent on your behalf until we issue our confirmation invoice. Until that point, your

monies are not protected by our ABTA membership or any other arrangement. We therefore recommend that you use a travel agent who offers their own financial security arrangements so that in the event that the travel agent becomes insolvent before we issue our confirmation invoice all monies that you have paid to that travel agent will be refunded to you. In the event that our authorized travel agent becomes insolvent after we have issued our confirmation invoice, then all monies you have paid to that travel agent for that cruise only holiday are protected by our ABTA membership. You will be required to pay any outstanding balance due (if any) directly to us (or any other travel agent nominated by us) in accordance with these booking conditions in order to receive your holiday. If you have booked a cruise-only holiday with us you should expect to receive from the travel agent a confirmation invoice issued by us, which shows that we are responsible for the cruise part of your holiday only. Please note for the purpose of ABTA protection, this will include any additional components including any on shore hotel accommodation and/ or ground transfers arranged by us as part of your cruise booking with us. Where there is a flight element to your booking this will be protected by virtue of our ATOL protection (see above).

C. Cruise-Only Holidays plus Other Services Arranged By Your Travel Agent or Tour Operator

You may book a Royal Caribbean International® cruise-only holiday in conjunction with other services (such as flights, onshore accommodation and/or ground transfers) that are arranged or provided by a travel agent or tour operator ('travel organiser') with whom you book. In this situation, where the travel agent provides you with a package holiday incorporating third party services, your contract for your entire holiday including the cruise and all other such services and arrangements will be with your travel organiser and not Royal Caribbean International®. Your holiday will not be protected by our ATOL or ABTA bonding. Instead, you must check that your travel organiser has their own ATOL (if your holiday includes any flight(s)) or other appropriate financial security arrangements (ABTA or otherwise) to protect all monies you pay to that organiser for your holiday and to repatriate you if already abroad (if applicable) in the event of their insolvency. You should receive a Confirmation Invoice (and an ATOL Certificate if your holiday includes flights) issued by the travel organiser showing that they are responsible for providing all elements of your holiday. In the event of insolvency of the travel organiser before we have received full payment from them for the cruise-only element of your holiday, your cruise-only booking may be cancelled and we will be under no obligation to provide you with that cruise, or any refund or any compensation. In such circumstances, you should seek compensation from the financial security arrangements (if any) that the travel organiser has made. For further information visit the appropriate websites: www.atol.org.uk or www.abta.co.uk. Where a travel agent acts as our agent for a booking, any payments of money accepted by the travel agent from you is held for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the travel agent's obligation to pay such funds to us for so long as we do not fail as a business. If we fail as a business, any money held at that time by the travel agent acting as our agent, or subsequently accepted from you by the travel agent is and continues to be held by that travel agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us as principal ATOL holder.

5.14 PRICE AND BROCHURE ACCURACY

Royal Caribbean International® policies and procedures are constantly evolving. At the time of issue and printing, all details in the brochure were correct. Please note: The information and prices shown in the brochure may have changed by the time you come to book your holiday. Whilst every effort is made to ensure the accuracy of the brochure and prices at the time of printing, regrettably errors do occasionally occur. You must therefore ensure that you check all details of your chosen holiday with your Travel Agent or with us if booking direct, at the time of booking. We shall notify you and seek your consent prior to confirming your booking of any variation in any published booking terms, including changes to your deposit or cost of travel.

5.15 COMMON INTEREST GROUPS AND IMMERSION SAILINGS

From time to time we may have various common interest groups onboard attending for example conventions, conferences, seminars, training courses, competitions, tournaments or specialty holidays such as cookery and dancing

courses. These groups may take place on the dates when you are sailing with us. While we envisage that this will not affect the overall normal day-today operation of the ship, there may be occasions when certain facilities are unavailable to you whilst these groups are onboard. Some sailings are sold by the regional country market for that itinerary in higher numbers, so there may be a large majority of that region's guests on that sailing, such as our sailings in China, which will be largely sold to the Chinese market. These sailings are known as Immersion sailings and this means that the product will be tailored to the local market onboard in terms of language, food and entertainment. However, English language will always be used alongside any local language onboard all of our ships for any onboard announcements, onboard programs and menus.

PRIVACY STATEMENT

For the purposes of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), and the UK Data Protection Act, 2018 (the "Data Protection Regulations"), RCL Cruises Ltd is a Data Controller. In order to process your booking, we need to collect certain personal details from you. These details will include, where applicable, the names and addresses of party members, credit/ debit card or other payment details and special requirements; such as those relating to any disability or medical condition, which may affect the chosen holiday arrangements, and any dietary restrictions which may disclose your religious beliefs. We may also need to collect other personal details such as your nationality, citizenship, gender and passport details in addition to the details mentioned above to provide to third parties in order to fulfill your holiday. We need to pass on your personal details to the companies and organizations that need to know them so that your holiday can be provided (for example your airline, hotel, the ship operator, other supplier, credit/debit card company or bank). We may also be required, either by law or by applicable third parties (such as Immigration such disclosures will only be made if permitted by the Data Protection Regulations or the General Data Protection Regulation (as applicable) and any associated legislation. Such companies, organisations and third parties may be outside the European Union, Norway, Iceland or Liechtenstein if your holiday is to take place or to involve suppliers outside these countries and we shall take steps to ensure that your personal information is kept safe in line with European (EEA) privacy standards. All details you give us in connection with your booking (including those relating to any disability or medical condition or your religious beliefs) will be kept confidential but may be shared with third parties if necessary in order to provide services to you e.g. transfers through air or land ports. You are generally entitled to ask us (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We may be entitled to charge a fee to respond to such a request. We promise to respond to your request within 40 days of receiving your written request and fee. In certain limited circumstances, we are entitled to refuse your request. If you believe that any of your personal details, which we are processing, are inaccurate or incorrect please contact us immediately.

For full details of our privacy policy please go to https://www.royalcaribbean.com/gbr/en/resources/privacy-policy for full details and to find out how to contact us.

CCTV (CLOSED CIRCUIT TELEVISION)

We may also use CCTV to monitor images on all Royal Caribbean International® ships for the purpose of crime prevention and the safety of our guests; we will usually store these images for up to three months. For further information please contact Royal Caribbean International®.

SHIP CODES

Adventure of the Seas®	AD	Allure of the Seas®	AL
Anthem of the Seas®	AN	Brilliance of the Seas®	BR
Enchantment of the Seas®	EN	Explorer of the Seas®	EX
Freedom of the Seas®	FR	Grandeur of the Seas®	GR
Harmony of the Seas®	HM	Independence of the Seas®	ID
Jewel of the Seas®	JW	Liberty of the Seas®	LB
Mariner of the Seas®	MA	Navigator of the Seas®	NV
Oasis of the Seas®	OA	Odyssey of the SeasSM	OY
Ovation of the Seas®	OV	Quantum of the Seas®	QN
Radiance of the Seas®	RD	Rhapsody of the Seas®	RH
Serenade of the Seas®	SR	Symphony of the SeasSM	SY
Vision of the Seas®	VI	Voyager of the Seas®	VY
Wonder of the Seas	WN		

Note: Trademarks are registered in the United States and/or in territories where Royal Caribbean International operate.

CRUISINGPOWER

CruisingPower.co.uk is our easy to use Cruise Specialist Travel Agent website. It is a central source of information for Royal Caribbean International®, which provides you with tools to market and sell cruises with ease and professionalism.
E-Distribution Helpdesk (Travel Agent Automated Booking Tools Support)

For a password or any other assistance with automated booking tools contact:

E-mail: royalautomationuk@rccl.com Phone: 0344 493 3089*

Hours 09:00 to 17:30, Monday to Friday

*Local call charges apply.

COMPANY DETAILS

Royal Caribbean Cruises Ltd. doing business as Royal Caribbean International® is a Liberian company with place of business in Miami, Florida. RCL Cruises Ltd. and RCL Cruises (Cyprus) Ltd. aare subsidiaries of Royal Caribbean Cruises Ltd. and operators of certain Royal Caribbean International Vessels. RCL Cruises Ltd. and RCL Cruises (Cyprus) Ltd. are sales and marketing agents for Royal Caribbean International branded products.

UK Registered office details:

RCL Cruises Ltd. (company number 07366612), registered in England at Companies House with registered office address at Building 7, The Heights, Brooklands, Weybridge, Surrey, KT13 0XW.

Cyprus registered office details:

RCL Cruises (Cyprus) Ltd. (company number HE 442282), registered office: Neocleous House, 195 Makarios III Avenue, 1-5th, Limassol, CY-3030 Cyprus.

TRADE/SERVICE MARKS

A non-exhaustive list of trade/service marks of Royal Caribbean Cruises Ltd includes:

Royal Caribbean, Adventure of the Seas®, Allure of the Seas®, Anthem of the Seas®,

Brilliance of the Seas®, Enchantment of the Seas®, Explorer of the Seas®, Freedom of the Seas®, Grandeur of the Seas®, Harmony of the SeasSM, Independence of the Seas®, Jewel of the Seas®, Liberty of the Seas®, Majesty of the Seas®,

Mariner of the Seas®, Navigator of the Seas®, Oasis of the Seas®, Odyssey of the SeasSM,

Ovation of the Seas®, Quantum of the Seas®, Radiance of the Seas®, Rhapsody of the Seas®, Symphony of the Seas®, Serenade of the Seas®, Vision of the Seas®, Voyager of the Seas®, Wonder of the Seas

Viking Crown Lounge, Adventure Ocean, Crown & Anchor, Golf Ahoy!, Latté-tudes,

royalcaribbean online, Royal Connections, Royal Romance, SeaPass®.

Perfect Day and CocoCay are trademarks of Royal Caribbean.

The contents of these terms and conditions replace all previous editions. Whilst every effort is made to ensure the accuracy of the terms and conditions at the time of issue, regrettably errors do occasionally occur, and information may have changed since the date of issue.

WOW is a trademark of Royal Caribbean International®

Ships of Bahamian Registry

At Royal Caribbean® International, we pride ourselves on the quality of our staff. We are committed to ongoing training, a part of which sometimes involves the recording of telephone calls.

Trademarks registered in the United States and selected territories worldwide.

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