

## **GUIDELINES AND SPECIAL CONDITIONS FOR OUR TRAVELLERS**

### **Overall**

#### **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 Denmark. If your Primary Country of Residence is not Denmark, then please visit [www.royalcaribbean.com/guest-terms/dk](http://www.royalcaribbean.com/guest-terms/dk) to determine the Booking 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 Denmark, and any claims or disputes must be resolved by alternative dispute resolution or under the laws and exclusive jurisdiction of the Courts of Denmark.

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 available at [www.royalcaribbean.com/guest-terms/dk](http://www.royalcaribbean.com/guest-terms/dk) or on request, 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 or RCL Cruises 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 contracting party at the time of booking and/or on your confirmation invoice.

“Carrier” shall include: (i) the Vessel, or any substituted ship; (ii) the Vessel's Operator; (iii) with respect to the Shore Excursion portion of any CruiseTour, the operator of that Shore Excursion (including any transport or accommodation providers); and (iv) the owners, managers, charterers, parent, subsidiary, affiliate and successor companies and assigns of the Carrier identified in these Booking Conditions. Carrier also shall include the officers, directors, employees, agents, crew or pilots of the Carrier. The exclusions or limitations of liability of Carrier notified to you in these Booking Conditions, as well as all rights, defenses or immunities we notify to you, shall also apply to and be for the benefit of agents, independent contractors, concessionaires and suppliers of Carrier, as well as owners and operators of all shoreside properties at which the Vessel may call, as well as owners, designers, installers, suppliers and manufacturers of the Vessel or transport facilities, or any component parts of either, together with the employees and servants of each

of the foregoing, and/or any launches, tenders craft or facilities of any kind belonging to or provided by any of the entities identified in this paragraph.

In these Booking Conditions, 'you' and 'your' means all persons named on a booking and 'we', 'us', 'ourselves' and 'Royal Caribbean' means either Royal Caribbean Cruises Ltd or RCL Cruises Ltd as will be determined as being the Carrier under these Booking Conditions. RCL Cruises Ltd. is a UK registered subsidiary company and UK sales and marketing agent of Royal Caribbean Cruises Ltd. Your local booking office is RCL Cruises Ltd with registered address at Building 7, The Heights, Brooklands, Weybridge, Surrey, KT13 0XW. If you book a Royal Caribbean® cruise-only holiday, fly cruise holiday or build your own package with us, you can have the peace of mind in knowing that we shall have responsibility for the proper performance of all aspects of your holiday.

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

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

## **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/guest-terms/dk](http://www.royalcaribbean.com/guest-terms/dk)

or contact your local booking office below for further details in advance of travel:

RCL Cruises Ltd

Postboks  
114, Lilleaker0216  
Oslo

Phone  
80 25 32 52

E-mail [info@rccl.com](mailto:info@rccl.com)

The combination of travel services offered to you is a package within the meaning of Directive (EU) 2015/2302 as enacted into Danish law. 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 [www.royalcaribbean.com/guest-terms/dk](http://www.royalcaribbean.com/guest-terms/dk)

## **Guidelines for Passengers**

It is a condition of embarkation and stay on our ships that all travellers comply with our Guidelines for Passengers. The Guidelines are designed to ensure that all travellers can enjoy a safe and enjoyable cruise holiday and set out standards of behaviour that travellers must follow throughout their stay on board our cruises, including during carriage to and from the ships, in the terminals, on board the ship, at ports of call, during shore excursions and at our own destinations.

Please review the Guest Conduct Policy before departure. [The policy can be found here](#) or by contacting RCL Cruises Ltd. or your travel agent for further information prior to departure.

## **Special Terms**

### **1. How do I book my cruise?**

Contact our booking department by phone 22 51 37 90\*local rates apply, or your travel agent to book your cruise. You can also book on [www.royalcaribbean.com/guest-terms/dk](http://www.royalcaribbean.com/guest-terms/dk)

Guests who purchase their travel via our website must ensure that all information is correct when booking, as change or cancellation fees may apply to components that you wish to change at a later date due to error or negligence on your part. For all standard flight/cruise or just cruise bookings you make with us, you must pay a deposit of DKK 2000 per person on a standard stateroom or 10% of the cruise fare on any Suite. This deposit also applies when you book several consecutive cruises, as we only take one deposit per person for the whole trip. If you add flights, hotels, or other components to your holiday, we may require a higher deposit in order to guarantee these components.

After you have paid the deposit + any cancellation protection, you will receive a Confirmation Invoice. This is valid for payment of "your" balance (you will only receive this one invoice from us). Always ask for a copy of the confirmation. The confirmation will give details of your cruise and any flights, and the amount to be paid.

Please note that you can also book a future cruise when you are on board one of our ships using our "Book now" or "Book later" programmes. Contact our sales representative on board for more information. Terms and conditions apply to Royal Caribbean International's onboard bookings, so make sure you check the invoice carefully when booking. All onboard bookings are covered by these booking conditions. Your full name, including any middle name as it appears in your passport, and your date of birth must be provided when ordering. Please note that any payments you make to us by debit or credit card will be processed through a bank in the United States, and therefore your card issuer may choose to charge an additional fee. See the terms and conditions of your debit or credit card for more information. For guests booking on board one of our ships, different deposit rules may apply. Full information will be provided upon booking.

### **1.2 HOW IS CRUISE CONFIRMED?**

Provided that your chosen holiday is available, that you have completed the booking process, accepted our booking conditions and that we have received all payments, we will send the confirmation invoice to you (if you book directly) or to your travel agent. Please note that it may not be possible to confirm your flight details at this time. In that case, they will be confirmed at a later date. A binding agreement between us is established when we send the confirmation invoice. An agreement will

exist at that time, even if we cannot confirm your flight details at that time. This invoice shows the current amount of your holiday, which remains payable, as well as your flight details (if current and/or available).

When confirming the cruise, we kindly ask that you ensure that the name provided is correct according to the passport. When confirming the cruise, you pay a deposit to us or to your travel agency of DKK 2.000 per person on a standard stateroom or 10% of the cruise fare on any Suite.

After you have paid the deposit, you will receive a Confirmation Invoice. This is valid for payment of "your" balance (you will only receive this one invoice from us). Always ask for a copy of the confirmation. The confirmation will give details of your cruise and any flights, and the amount to be paid. If you book flights in addition to the cruise, these will be paid in full at the time of booking.

NB. Please make sure that all details are correct when confirming your cruise. See point 12 for any changes after confirmation.

\*By ordering a cruise on our websites you do not have a reserved purchase. For changes/cancellations of cruises booked on our websites see points 8 and 12. Bookings made through a Travel Agency must be confirmed within 3 days.

When choosing an unspecified lure, you pay a lower price for the lure category you choose. However, your voucher number will not be confirmed when ordering. This will be confirmed in the time between when full payment has been made and before the departure date.

#### WHAT IS AN 'UNSPECIFIED' (GTY) ORDER?

We can (at our discretion) offer you the option to make an unspecified (GTY) order. This means that you can book a hatch in the guaranteed minimum category, (specified by us prior to booking) on your chosen vessel. The exact location of the hatch on the vessel is decided by us (at our discretion) and at any time up to check-in at the port. Once you have been allocated your GTY hatch, you cannot make any changes. The benefit to you of a GTY lighter is that once the order is confirmed, we can (at our discretion) upgrade the lighter to a higher category than you originally ordered, at no extra cost. In all circumstances, you are guaranteed at least one hatch in the class we offer at the time of order. The lodge we allocate will be suitable for the number of guests staying there, and this may mean that you are allocated a lodge with overhead bunk beds that can be accessed by ladder. Overhead bunk beds can only be used by guests over the age of 6, so GTY lodges are not recommended for young families. If you have special requirements for the lodge or its location, or are travelling with family or friends (especially children) you want to be close to, we do not recommend booking a GTY. Occasionally we have promotions on GTY offers. Similar promotional GTY categories are defined as follows: WS - Undefined Suite\* XB - Undefined Balcony with Ocean View XN - Undefined Balcony facing Central Park or Boardwalk YO - Undefined Exterior View ZI - Undefined Interior View \* - Room layout and benefits vary by category. For suites, suite benefits will vary depending on the suite category to which you are assigned. Please note: If you book 2 or more consecutive cruises, and if one or all of the cruises are booked as

unscheduled, you may be assigned different staterooms on each cruise, necessitating a change of staterooms on the changeover day between cruises.

## **2. Discounts and offers**

Since we have offices around the world, we operate our own offers in different markets. We therefore point out that offers are reserved for individual countries/markets, and that you must therefore ensure that the offer applies to the country you are booking travel through. Furthermore, some discounts cannot be combined with other discount schemes.

## **3. When do I have to pay?**

When confirming the cruise, you must pay a deposit of DKK 2.000 per person on a standard stateroom or 10% of the cruise fare on any Suite, see also point 2. When booking more than 42 days before departure the deposit must be paid within three days. If the deposit is not paid within the stipulated period, the trip will be cancelled.

The balance is due 42 days before departure. For bookings made 42 days or less before departure, the total amount must be paid within 24 hours by credit card/bank transfer. In the latter case, payment can be made by credit card at RCL Cruises Ltd. on telephone number 80 25 32 52.

In case of changes in third party conditions, different payment terms may apply.

If you use a credit or debit card to pay for your cruise directly to us, please note that we may process the transaction through a US bank, and that your card issuer may choose to charge you an out-of-country fee. We therefore recommend that you familiarise yourself with your card issuer's conditions for such overseas transactions before making a payment to us. The following credit cards are accepted: Visa, Mastercard and American Express. Tickets can only be sent when the booking is registered as fully paid with RCL Cruises Ltd.

## **4. What is included in the price?**

Most prices quoted are per person in DKK when two people share the most reasonable accommodation category. The following are generally included in the cruise price; accommodation, all meals, entertainment and most on-board activities, tips for accommodation and restaurant staff, and taxes and charges. Certain activities may be charged at an additional rate. Unless otherwise agreed, the following are not included in the price: flights to and from the destination, excursions, meals in special restaurants and personal expenses (e.g. drinks, laundry, health and beauty care, telephone calls, internet, etc.), hotel accommodation and meals ashore, transport (unless otherwise stated), travel insurance and anything else not expressly stated as included in the price.

## **5. Are there age restrictions for travelling on a cruise?**

Infants must be at least 6 months old to travel. On routes such as Transatlantic, Hawaii and certain other sailings, infants must be at least 12 months old to travel. The same applies if the sailing includes three or more consecutive sea days. The age is counted from the first day of the cruise.

On cruises in Europe, Asia, Australia and South America, no person under the age of 18 may travel or have their own cabin unless accompanied by a parent/guardian or other person over the age of 18. If guests under the age of 18 are travelling with parents/guardians, they must be seated next to or directly above each other. On our North American cruises, similar rules apply, but the age limit is 21. All minors who are 17 years or younger at the start of the voyage and are not accompanied by at least one of their parents/guardians, will only be allowed to board the ship and carry out the cruise, if he/she is accompanied by one or more persons over 21 years of age (applicable to North America) or 18 years of age (applicable to Europe, Asia, Australia and South America) who have received permission from one of the minor's parents/guardians to accompany the minor (see point 7 for details and necessary documentation). If written permission cannot be provided, the minor(s) will not be allowed to board the ship or to cruise. We are not liable and will not compensate for any costs, expenses or losses incurred by the minor, the person(s) paying for the cruise (if this is not the minor himself/herself), or any other person travelling with the minor who decides not to undertake the cruise when written permission as described above cannot be provided. Married couples with a minimum age of 18 years can book individual accommodation (marriage certificate must be presented at time of booking), when one of them has reached 21 years of age at the time of departure.

On board there are certain facilities with age limits. More information about age restricted facilities can be found in the daily programme (Cruise Compass), which is available at the Guest Relations Desk.

## **6. What about children travelling without parents or guardians, or children with a different surname than parents or guardians?**

If a child under 18 travels with one of his or her parents and has a different surname, a birth certificate proving parenthood must be presented. Adults travelling with a child under 18 of whom they are not the parents must produce the child's passport (and visa if applicable), a signed confirmation from one of the child's parents that the child is allowed to travel with his/her parent, a copy of the parent's passport and a birth certificate. The authorisation must be confirmed by a notarial deed issued by a Danish land court or by the City Court of Copenhagen. Note: The authorisation must also contain confirmation that medical treatment can be carried out, should a situation arise, and a legal practitioner considers that such treatment must be carried out immediately.

NB: These rules also apply when the child is travelling with relatives or friends. If a child is travelling with foster parents/relatives, valid documentation must also be presented confirming that they are the child's relatives. All documents must be in English and must be brought to the port of embarkation on the day of departure. \* Confirmation letters can be found [here](#) or by contacting us on telephone 80 25 32 52.

## **7. For those who are pregnant or have special needs:**

If you are pregnant, you can travel on a cruise until you are in week 23 of your pregnancy. If you have entered the 24<sup>th</sup> week of pregnancy, you cannot travel on a cruise.

If you have special needs, please provide us with the necessary information. Based on the information we receive from you, we will assess whether the booked trip can be carried out safely. If we assess that, due to your needs, the trip cannot be carried out in a responsible manner, we will contact you as soon as possible to explain our assessments and discuss the consequences of this. Any traveller considering booking a cruise with RCL Cruises Ltd. May contact us in advance to discuss any special requirements. We can then assess on a general basis whether the cruise in question can be safely undertaken. Sensitive personal information will be treated strictly confidentially.

## **8. What rules apply to cancellation and transfer of the trip?**

### **8.1 Cancellation against payment.**

You may cancel your cruise at any time before departure against payment of a cancellation fee in accordance with the guidelines in this section 9. If you wish to cancel your cruise you must inform us or your travel agent immediately. Cancellations must be made by telephone on 80 25 32 52 or by e-mail at [infono@rccl.com](mailto:infono@rccl.com). If you have booked through a travel agent, you must contact your travel agent for cancellation. The following rules apply to cancellations: cancellation fee per person for the cruise itself:

- Cancellation 14 days or less before departure: 100 % of the basic fare\*
- Cancellation between 15 and 41 days before departure: deposit per person 2.000 DKK\*
- Cancellation 42 days or more before departure: 500 DKK per person\*

For channelling of aircraft own rules apply. Please contact us for further information. We will refund any refunds without undue delay and within 14 days of the trip being cancelled.

\*If one of the guests in a group cancel, and the other guest chooses to travel alone, an additional charge must be added to the single fare. This also applies to cancellations made by one or more persons in a multiple party, or to cancellations of parts of the travel package (flights, hotels) which are part of a "package deal". Note: The person cancelling will follow the usual cancellation rules.

The start of the trip is calculated from the first element booked. For example, if flights to the port of departure are booked through RCL Cruises Ltd.

### **8.2 Cancellation without charge**

You may cancel your trip without charge if the cancellation is due to unavoidable and extraordinary circumstances connected with the destination, which significantly affect the performance of the package tour or the carriage of the passengers. In case of cancellation due to such unavoidable and extraordinary circumstances, you will be

entitled to a refund of the package price. Any refund will be paid within 14 days. You will not have the right to claim compensation, see point 17.

### 8.3 Transfer of travel

You may transfer your cruise to another traveller who fulfils all the necessary conditions for participation in the cruise, for example age, visa and health requirements. You must pay the costs incurred by the transfer. When transferring a cruise, there will normally be an administration fee of DKK 250. If the change includes flights, additional costs may be incurred. Documentation of the costs is available on request.

The right to transfer your cruise only applies if you notify us or your travel agent of the transfer on a durable medium, within a reasonable time before departure. A notice of transfer at least seven days before departure will be considered reasonable.

## 9. What are the passport and visa requirements for my holiday?

Contact the relevant embassies, your travel agent or RCL Cruises Ltd. well in advance of departure for information on passport and visa requirements for the countries you will be visiting on your cruise. You can find information on visa requirements [here](#). We reserve the right to change visa regulations and all travellers are responsible for having the correct documentation to undertake the trip. We recommend applying for a visa well in advance of departure as there may be waiting times.

All passengers must have a valid passport, regardless of which cruise they are going on with RCL Cruises Ltd. This also applies to our cruises departing from Scandinavia. Passport validity requirements depend on the destination, but we recommend that the passport is valid for six months after the end of the voyage. Emergency passports are not accepted as a substitute for ordinary passports. Students residing in the USA must present valid documents proving that they are students at a US educational institution. The document must be in original form (I-20 or DS-2019 form). On 2 April 2004, the US authorities announced that as of 30 September 2004, they will extend the US-VISIT entry and exit procedures to all travellers, including those travelling under the Visa Waiver Programme (VWP). This means that travellers arriving in the US will be digitally photographed and digitally scanned for fingerprints. As of 12 January 2009, persons from all countries that are members of the US Visa Waiver Program (VWP) must register electronically before departure. The Electronic System for Travel Authorization (ESTA) is the name of the new system of the visa programme. Please contact RCL Cruises Ltd, your travel agent or the US Embassy for more information. Note: This information may change, therefore you must check yourself well in advance of departure that the information remains correct.

The name on the ticket must match the name on the passport. Otherwise, you may be denied access to the flight/cruise. We regret to disclaim any liability if you are denied boarding a flight or entry into a country, or otherwise suffer difficulties or expenses as a result of your passport not being validated or lacking the necessary visa. Some port authorities may still require you to show photo identification when leaving the ship during the cruise. To avoid possible problems, we recommend that

you take a copy of your passport with you on your journey, in addition to the original passport, and take this copy with you each time you leave the ship. NB! Visa regulations may change at short notice.

#### **10. Air travel in connection with cruise.**

If the flight is booked separately, the flight is not included as part of the package and will therefore not be covered by the rights applicable to package holidays. You are responsible for allowing sufficient time between the flight and the cruise for both departure and return.

If you have booked air travel through RCL Cruises Ltd., the air travel will form part of the package and you will be subject to the rights applicable to package travel for the entire journey. If for reasons caused by RCL Cruises Ltd. you are unable to board the flight, you must contact our representative at the airport. If a representative is not available, please call +1 8002566649. (The number is also listed in the travel documents). This service is staffed by English-speaking personnel. Any changes to tickets must be made in conjunction with RCL Cruises Ltd (tickets purchased independently are not our responsibility). In case of cancellation of flights, RCL Cruises Ltd. reserves the right to change to another itinerary and flight.

#### **11.General booking conditions for flight bookings**

At the time of issuance of these terms, EU airlines are required to disclose personal information about passport holders (primarily, but not exclusively, information on the passport data page) to the US authorities as well as the applicable authorities in other countries where you travel prior to the date of any flight reservation. Although we may obtain some of the information we need from you when you book, we also require you to provide us with additional personal information within certain time limits. We strongly recommend that you provide personal information for all guests (including full name, dates of birth and passport details) through our online check-in process as soon as possible after the booking is made, as this will help us to ensure that we can issue all flight and exact details within the time limits we specify, we have the right to cancel your booking or deal with any such failure to provide such information within the time limits specified as a cancellation of the holiday. If you have not provided us with complete and accurate information, the traveler may not be allowed to board the cruise ship or aircraft. Where this occurs due to your failure to comply with such obligations, we cannot accept liability to you or your travel party and no compensation or refund to you and the travel party will be made in such circumstances and you will be responsible for your own onward/return travel. Further, if any such failure to disclose this information results in the imposition of fines, surcharges or any other financial penalty, you will also be responsible for reimbursing us. See also our privacy statement available on the website.

#### **From airport to port**

##### **11.1 How do I get from the airport to the port?**

On our standard flight/cruise packages we offer flights from a selection of Nordic airports. Some flights may incur a surcharge which will be advised when you book. Please note that we cannot always offer direct flights to our guests, as this is dependent on airline schedules and availability. Where you store your own package, if you require transport, you must add them to your booking as these will not be added automatically.

**All flights are subject to the following conditions:**

All flights are subject to the availability and terms of carriage of the current airline, which may be displayed on the airline's dedicated website or are available on request. These terms set out your rights and obligations with which you must comply. In the event that costs are incurred due to your failure to comply with the Conditions of Carriage, we reserve the right to pass such costs on to you. Whilst the dates of outward and return flights will be advised when you book, the flight times and/or routes may not appear on the confirmation invoice. The flight times shown on the confirmation invoice are indicative only and may be subject to change. Your confirmation invoice will show the last scheduled times. The actual flight times will appear on the flight information page of your tickets, which you should check carefully as soon as you receive them. We may not be able to inform you of flight times and routing for bookings made more than 10 months before departure and will provide this up to 30 days before departure. Please be aware that your booked flight may not be the most direct route and may also involve several stops en route to your destination, which may involve you disembarking. Where passengers are travelling together but booked with different booking numbers, we cannot guarantee that we will be able to book the same itinerary as this is dependent on availability. This information will be provided as soon as we are able to do so. A contract between us will arise when we send out the confirmation invoice, even when we are unable to provide flight time. The flight times and airlines shown on the confirmation invoice cannot be guaranteed and are subject to change.

While we strive to book the best connections between flights, there may be waiting times at airports. We are not always able to confirm the route, service (scheduled or unscheduled), airline, aircraft type or destination airport that will be used with all flights included in the holiday. When this information is provided at the time of booking or subsequently, it may be changed (including replacement of scheduled flights with non-scheduled flights and/or re-routing of flights due to the withdrawal or change of scheduled services or unavailability). 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 sent to you approximately four weeks before departure. You must therefore check your tickets very carefully immediately after receipt to confirm correct flight times. It is possible that flight times may change even after the tickets have been sent out - we will contact you as soon as possible if this happens. Any changes to your flight or other arrangements will be subject to availability and will incur an administration fee of DKK 250 per person together with any additional costs and charges imposed on us or by the airlines or other suppliers. If your tickets are issued, standard cancellation rules also apply. In some cases, this may be the full ticket price. If you

wish to travel with a particular airline, the flight itinerary, if the departure and/or arrival date differs from the standard package including flights, any additional costs and charges imposed by us or by the airline

### **11.2 What class, and what kind of set is booked on the plane**

Unless you book and pay for an upgrade, you'll fly in economy class. We strongly recommend that you check in early if you have a special seat request, as we have no control over the allocation of seats - you must pay the airline directly if they charge a supplement - and they may only allow you to select seats once your tickets are paid for in full and issued. Flights are often full, choice of seats may not be available, and it may not be possible to get seats together. At our discretion we will arrange special group fares with some airlines (allocations), and in some of these cases you may not pre-book your seats - they will be allocated to you when you check in online or at the airport. Only fully-passed and eligible guests can occupy exit seats on flights. Emergency exit seats will therefore only be allocated according to the airline's discretion at check-in. Some flights will involve a change of aircraft. Where this is the case, and we are able to advise you, this information will appear on your confirmation invoice. The flights used for our cruises may be based on special prices and may not be on the most direct route. Flights may have at least one fuel and/or other stop, and this may not appear on the confirmation invoice. Flights will either be on scheduled or non-scheduled service. Airlines have a no-smoking policy. We / the airline will try to accommodate special requests for special services, for example special dietary needs, meet and assist and wheelchair assistance. However, we/the airline cannot guarantee your request. Some medical assistance and special meal requests may incur a fee which will be billed accordingly. For all special requirements please send an e-mail to [airsea.nordic@rccl.com](mailto:airsea.nordic@rccl.com) or call us on +45 80 25 32 52. Any request of this type should be informed when booking. Failure to meet any special request for any reason will not be a breach of contract. Airlines may at their discretion refuse to carry passengers with certain medical conditions. You must provide details of all medical and physical conditions affecting you and/or any member of your party when booking. See also 4.3, 5.2 and 5.6 on the next page. We do not guarantee that guests travelling within the same party will be confirmed on the same flight agreement. The ability to pre-book your seats and complete online check-in varies between airlines and ticket classes. Visit the airline's website for more information.

\* Local tariffs apply.

### **11.3 Can I upgrade my flight tickets?**

Depending on availability and payment of the applicable fare difference, you can arrive in style by upgrading your flight. If you are interested in upgrading your flight to a destination mentioned, please give notice of reservations when booking and we will provide information at that time, otherwise your request will be passed on to the Air Sea department. The upgrade package may differ from the upgrade package offered by the airline.

## **12. Can I change my order after it has been confirmed?**

You can change your order after it has been confirmed, for a fee, provided there are seats available in the category and cruise you wish to change to. The following rules apply to changes:

- Changes involving a change of departure day, ship, luggage category, trip length or an update to the current fare can be made up to 42 days before departure for an administration fee of DKK 250 per person. There may be an additional charge from the airline. In case of changes to flight details (time, route, airline, name etc), in addition to any fee from the airline, an administration fee of DKK 250 per person will be charged by us.
- If similar changes are made later than 42 days before departure, the change is considered a cancellation and is then treated as a new booking, see point 9 for cancellation rules.

It is important that you contact RCL Cruises Ltd. as soon as possible if you wish to make any changes to the voyage. You may also contact RCL Cruises Ltd. for more general information regarding changes to bookings.

## **13. What information should I provide and why?**

From time to time, we may be required to disclose certain personal information about our guests to U.S. immigration authorities, airlines and/or other authorized agencies, and such information will be transferred to the extent permitted by national law. Security regulations in the United States require us to disclose certain personal information to U.S. authorities. This information, which must be in our possession at least 3 days before departure, is expected to include exact personal details, including passport number, emergency contact number, and insurance details. We recommend that you register this information by checking in online at [www.royalcaribbean.com](http://www.royalcaribbean.com). Our online check-in can be found [here](#) (you will need your order number and date of delivery). If we already have this information at the time of ordering, please ensure that the information is correct. If you do not provide the correct information, or are missing any of the required information, you may be denied entry into the United States, on flights or on board the ship. We accept no liability in this regard and provide no compensation or indemnity. You will be responsible for repatriation should such a situation arise. Normal cancellation rules will apply in such cases.

## **14. How are advertising claims and disputes handled?**

If you believe there is a defect in the travel, you must notify us or your travel agent without undue delay. Inform the ship's staff if any defects or deficiencies occur after embarkation. A written complaint must always be sent to us or your travel agent without undue delay. You can send the complaint to RCL Cruises Ltd, P.O. Box 114, Lilleaker, 0216 Oslo, or by e-mail to [custservice.nordic@rccl.com](mailto:custservice.nordic@rccl.com). or to your travel agent. RCL Cruises Ltd will then process the complaint and send a written reply. We cannot accept advertisements submitted on behalf of others. The advertisement must be written and signed by at least one of the travellers in the same reservation.

If we reject your complaint after our internal complaint handling, or you are not satisfied with the solution we can offer, you can complain to Norsk ReiselivsForum at [www.reiselivsforum.no](http://www.reiselivsforum.no)

## **15. Can RCL Cruises Ltd. make changes to the package?**

### **15.1.1 Reservation on Price Changes**

RCL Cruises Ltd. reserves the right to increase the price of your package tour if this is a direct result of;

- a) changes in the price of passenger transport due to the price of fuel or other energy sources,
- b) changes in the level of taxes or charges for the travel services included in the contract, imposed by third parties not directly involved in the execution of the package tour, or c) exchange rates relevant to the package tour.

You will be informed of any price increase, and the reason for it, at least 20 days before the start of the package tour. If the price increase amounts to more than 8 % of the total price of the trip, you will have the right to cancel the trip without charge.

You will have a corresponding right to claim a price reduction as a result of the reasons mentioned in points a)-c) above. In the event of a right to a price reduction, RCL Cruises Ltd. will make a deduction for administration costs.

### **15.1.2 Reservation of Change of Itinerary Prior to Commencement of Package**

(I) Change of itinerary prior to commencement of package means that RCL Cruises Ltd. will not call at one or more of the ports which we had previously announced that we would call at.

(II) RCL Cruises Ltd. cannot guarantee that the ships will always call at all the advertised ports or follow every part of the advertised itinerary, and therefore reserves the right to make changes to the itinerary, including in the following cases:

- a) If RCL Cruises Ltd. considers that the crew and passengers of the vessel will not be safe if it calls at one or more scheduled ports. The reasons for this may for example be bad weather conditions, war, riots, natural disasters, fires, terrorism, demonstrations, infectious diseases, civil disturbances, accidents etc. in one or more of the advertised ports.
- b) If one or more of the advertised ports has operational problems, including port congestion, etc.
- c) In the event of a strike (lock-out) in one or more of the ports on the itinerary.
- d) In the event of unexpected disproportionately large increases in port dues in one or more of the advertised ports.

In the event of a change in the itinerary due to unavoidable and extraordinary circumstances, you do not have the right to claim compensation, see point 17.

(III) RCL Cruises Ltd. further reserves the right that ships may be chartered prior to departure and passengers with reservations may be rebooked or cancelled. In case of alteration or cancellation due to charter, the general rules of the Package Travel Act apply.

In the event of a change of itinerary prior to the commencement of the package holiday, RCL Cruises Ltd. will endeavour to remedy the change of itinerary by calling at alternative ports. The alternative ports will, as far as possible, be comparable with the originally advertised port or ports, and will, as far as possible, be in the vicinity of the originally advertised route.

#### 15.1.3 Reservation of change of itinerary after the beginning of the package tour

(I) A change of itinerary after the start of the package means that RCL Cruises Ltd. fails to call at one or more of the ports which we had advertised to call before the start of the package.

(II) RCL Cruises Ltd. cannot guarantee that the ships will always call at all the advertised ports or follow every part of the advertised itinerary, and therefore reserves the right to make changes to the itinerary, inter alia, in the following cases:

a) If RCL Cruises Ltd. considers that the crew and passengers of the vessel will not be safe if it calls at one or more of the advertised ports. The reasons for this may for example be bad weather conditions, war, riots, natural disasters, fires, terrorism, demonstrations, infectious diseases, civil disturbances, accidents etc. in one or more of the advertised ports.

b) If one or more of the advertised ports has operational problems, including port congestion, etc.

c) In the event of a strike (lock-out) in one or more of the ports on the itinerary

d) In the event of unexpected disproportionately large increases in port dues in one or more of the advertised ports

In the event of a change in the itinerary due to unavoidable and extraordinary circumstances, you do not have the right to claim compensation, see point 17.

In the event of a change of itinerary, RCL Cruises Ltd. will attempt to remedy the travel disruption by calling at alternative ports. The alternative ports will, as far as possible, be comparable with the originally advertised port or ports, and will, as far as possible, be in the vicinity of the originally advertised route.

#### 15.1.4 Reservation of Arrival and Departure Times

(I) Due to the special nature of cruises and maritime transport, RCL Cruises Ltd. reserves the right to deviate from the arrival and departure times of the advertised ports. It is referred to points 16.1.1 - 16.1.3 above.

### **16. Can RCL Cruises Ltd. cancel the package?**

#### 16.1.1 General RCL

Cruises Ltd. may cancel the package tour at any time in accordance with the rules of the Package Travel Act. Please note that in the event of cancellation as described in paragraphs 17.1.2 and 17.1.3 below, you will not be entitled to claim compensation.

#### 16.1.2 Too few registered

RCL may cancel the package tour if the final number of bookings for the tour is lower than the minimum number required. Information on such a cancellation can be given at the latest:

- a) 20 days before the start of the journey for journeys lasting more than 6 days
- b) 7 days before the start of the journey for journeys lasting between 2 and 6 days
- c) 48 hours before the start of the journey for journeys lasting less than 2 days

If RCL cancels the trip due to underbooking, the booked guest is entitled to a full refund or a future cruise certificate of equivalent value.

#### 16.1.3 Circumstances beyond our control

Except as expressly provided in these Terms, we disclaim any liability if your cruise or a service we have promised to provide is wholly or partly unavailable due to unavoidable and extraordinary circumstances (force majeure).

Circumstances that are unavoidable and extraordinary means events that neither we nor the provider of the current service could have foreseen or avoided, even if all reasonable measures had been taken. Such events may include war or threat of war, other serious security problems such as terrorism or threat of terrorism, significant risks to human health such as an outbreak of a serious disease at the destination, or natural disasters such as floods, earthquakes or weather conditions making it impossible to make a safe journey to the destination under the contract and similar circumstances beyond our control.

If, due to unavoidable and extraordinary circumstances, we are unable to get you home from your trip at the agreed time, we will, in accordance with our obligations under the relevant package travel legislation, cover the cost of necessary accommodation for a maximum of 3 days. The above limitation on the coverage of expenses does not apply to pregnant women or persons with special needs, provided that we have received information from the actual travellers about their situation at least 48 hours before departure.

### **17. What other conditions apply to the holiday?**

Airlines, hotels and our other suppliers have their own conditions that apply to your holiday. Some of these conditions limit or exclude airlines or other suppliers from liability above you, often in breach of international conventions.

### **18. Travel guarantee**

RCL Cruises Ltd. is a member of the Travel Guarantee Fund of Norway (RGF). 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. For more information, please see [www.rejsegarantifonden.dk](http://www.rejsegarantifonden.dk)

## **19. What is my responsibility?**

It is your responsibility that you and everyone in your travelling party have valid Travel Insurance. Travel insurance must include cancellation protection and practical and financial assistance in the event of illness.

It is your responsibility to ensure that you and your travel companion have all necessary passports, valid visas if required and other travel documents. Before boarding and staying on our ships, you must also read our guidelines and conditions. The individual passenger (parent/guardian if the passenger is a minor) is responsible for, and must compensate, any damage that the passenger may cause to the vessel or its furnishings, equipment or property through wilful misconduct, negligence or default.

## **20. 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](mailto: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®, 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 Norway, in accordance with laws of Norway 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.

## **21. Assist Card – Travel insurance.**

ASSIST CARD Global cruise cover is a travel insurance that can be purchased online at [www.assistcard.com](http://www.assistcard.com). For terms and conditions showing what ASSIST CARD covers, please visit [www.assistcard.com](http://www.assistcard.com)

The "Any Reason" cancellation gives future cruise credits equivalent to 75% of the cancellation fee if a guest cancels for a reason not covered by the ASSIST CARD Global cruise cancellation program.

ASSIST CARD cover can be purchased at any time from the time of booking until the date of final payment. Guests who purchase Global Cruise coverage after the final payment date are not eligible to receive the "Any Reason" discount.

For bookings made less than 3 days before departure, no ASSIST CARD Global cruise cover can be added, regardless of whether the final payment falls within this timeframe. The plan cost can only be refunded in full if it is cancelled outside of Celebrity Cruises and Royal Caribbean International's cancellation period.

For more information, please visit [www.assistcard.com](http://www.assistcard.com)

## **22. What is RCL Cruises Ltd.'s liability to guests?**

Subject to section 22.2 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 within the course of either their employment or their engagement directly by us; or

‘Force Majeure’ events as defined in section 22.3 below.

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

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

If the particular services which gave rise to the claim or complaint complied with local standards, laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of Norway which would have applied had those services been provided in Norway. 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.

## **22.2 RCL Limit of Liability to 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®, 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® or RCL Cruises Ltd is not responsible in any way for the actions, inaction, omissions, negligence, or wilful 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® or RCL Cruises Ltd, its employees, directors, agents, contractors and third party operators for any personal injury or death in any way whatsoever arising from such activities. All participants who engage in such recreational activities do so at their own risk. Royal Caribbean International® or RCL Cruises Ltd limit of liability for any shore excursions activities is covered in section 4.6 of these Booking Conditions.

The 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).

## 22.3 What are Force Majeure events?

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, pandemics, 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.

## **23. RCL 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 [RoyalCaribbean.co.uk/privacy](https://RoyalCaribbean.co.uk/privacy) 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®.

### **24. General - contact information.**

We are responsible for the satisfactory provision of the travel services in the contract and are obliged to provide assistance to travellers in difficulty. Unless otherwise stated, the following contact details may be used if necessary, including for requests for assistance in the event of difficulties or complaints about deficiencies found during the journey:

RCL Cruises LtdPostboks  
114 Lilleaker

0216 Oslo  
Tlf: 80 25 32 52

Email: [info@rccl.com](mailto:info@rccl.com)

We may charge a reasonable fee corresponding to our actual costs for the assistance if the difficulties are caused intentionally or negligently by the traveller.

**VERSION: 17 July 2023**