

ROYAL CARIBBEAN GROUP REFUND* AND CANCELLATION POLICY FOR COVID-19

The following information applies to sailings on Royal Caribbean International and Celebrity Cruises (collectively, referred to herein as “RCG”) scheduled during the nationally declared Public Health Emergency involving COVID-19. Except as specifically stated below, or as otherwise provided in the Cruise/CruiseTour Ticket Contract (the “Ticket Contract”) for your cruise, the standard cancellation policies and penalties described in the Ticket Contract apply. The below policies are effective April 28, 2021 and apply to all RCG cruises scheduled to sail between April 28, 2021 and October 31, 2021, inclusive:

Cruise Cancelled By RCG

If your cruise is cancelled by RCG or boarding is delayed by twenty-four (24) hours or more due to government order or declaration of a Public Health Emergency, you are entitled to a refund of the cruise fare paid to RCG within 180 days, or an optional Future Cruise Credit (“FCC”).

Cruise Cancelled By Guest

- If, following a declaration of a Public Health Emergency, you cancel a booking for a cruise scheduled during the declared emergency, or must cancel your booking because you are prohibited from traveling to the vessel due to a governmental travel restriction, but the cruise is not cancelled, you are entitled to a FCC for the cruise fare paid to RCG. In all other cases our standard cancellation policy will apply, as set forth in the Ticket Contract for your cruise.
- If you, or someone in your Travelling Party, cancel a cruise booking due to testing positive for COVID-19 within 14 days of embarkation, you and they are entitled to a refund, or an optional FCC, for the cruise fare paid to RCG. If you had close contact with a positive or suspected COVID-19 case within 14 days of embarkation, and RCG deems you are unfit to travel, you, and anyone else in your Travelling Party who cancels, are eligible for a refund of the cruise fare paid to RCG, or an optional FCC equal in value to the same. To qualify for a refund or the FCC, if your COVID-19 test was administered by a provider other than one retained by RCG, you must present your verified positive test result in a form acceptable to RCG.
- If you report, or we identify, that you may have been exposed to or are likely to have been infected by COVID-19, we may require that you and others in your Travelling Party do not travel to the port. This is in order to prevent the transmission of COVID-19. Anyone effectively denied boarding in these circumstances will be entitled to a refund, or an optional FCC, for the cruise fare paid to RCG.

Denial of Embarkation or Reboarding; Quarantine and/or Disembarkation

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

- If you test positive for COVID-19 during the voyage, the cruise line will:
 - cover the cost of necessary COVID-19 related medical treatment onboard the ship;
 - coordinate and cover the costs of any required land-based quarantine for you and members of your Travelling Party; and
 - coordinate and cover the costs of travel arrangements to get you and members of your Travelling Party back home.

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

- If a guest who purchased flights through the cruise line is denied boarding at embarkation or reboarding, or is disembarked during the voyage due to a positive COVID-19 test or being suspected of having COVID-19, the cruise line will coordinate the travel arrangements, and cover the airline change fees and any difference in the airfare for the same class of service, necessary to fly the guest back to the city of their original flight departure point. If such a guest did not purchase flights through the cruise line, the cruise line will assist with coordinating travel arrangements necessary to get the guest back home but will not be responsible for any associated costs.

Obligation to Comply with RCG COVID-19 Policies and Procedures

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

General

For purposes of this Policy, your “Travelling Party” means your family members living with you in the same household and travelling companions assigned to your stateroom on the cruise.

This Policy does not apply to guests booked on chartered sailings.

The terms of this Policy will remain in full force until we choose, in our sole discretion, to update or modify all or part of it. Updates or the modifications may be made and shall be effective without publication, although we will endeavor to post any updates or changes in a timely manner to a publicly accessible forum such as the Royal Caribbean Group websites or mobile phone applications.

**All refund requests must be made within six (6) months of the date your booking is cancelled or the scheduled embarkation date, whichever is earlier, or you will only be entitled to a Future Cruise Credit for the amount specified.*

04/2021