

## **Royal Caribbean Group**

### **Refund and Cancellation Policy for COVID-19**

The terms of this Policy apply to all Royal Caribbean International, Celebrity Cruises and Silversea Cruises (collectively called “RCG” below) sailings booked in the UK and scheduled to depart during a period of temporary UK government order, travel restriction, or other official regulatory measures in relation to COVID-19 that affect your booking. The below policies are effective from the Version Date at the bottom of this document (“Effective Date”) and apply to bookings of all RCG cruises scheduled to sail between the Effective Date below and 31 October 2021 inclusive (“Restricted Period”) from the UK.

Except as specified below, the standard cancellation policies and penalties in your Booking Terms and Conditions and any current COVID-19 Supplemental Terms or other notified policies will apply to your cruise holiday.

We strongly encourage you to purchase adequate travel insurance for your particular needs, and with sufficient cover for any additional costs not payable by RCG, in accordance with our standard Booking Terms and Conditions.

#### **What happens if RCG cancels my Cruise?**

If RCG cancels your cruise, or boarding is delayed by twenty-four (24) hours or more during a Restricted Period and you decide not to travel, you will be entitled to a full refund, or an optional Future Cruise Credit (“FCC”) for the cruise fare you paid and a refund of any additional items you purchased from RCG. If a sailing is delayed and you choose to travel, you will not be entitled to a full refund.

#### **What happens if I cancel my cruise?**

If you are prevented or prohibited from traveling to the vessel during a Restricted Period by Government order (e.g. your local area is placed into lockdown or the country you are travelling to is on a restricted list), but the cruise isn’t cancelled by RCG, you will be entitled to a full refund, or an optional FCC for the cruise fare you paid and a refund of any additional items you purchased from RCG.

If you cancel your booked cruise because you (or someone in your Travelling Party) tests positive for COVID-19 within 14 days before embarkation, you will be entitled to a full refund, or an optional FCC for the cruise fare you paid and a refund of any additional items you purchased from RCG.

If you (or someone in your Travelling Party) had close contact with a diagnosed or suspected COVID-19 case within 14 days before embarkation, and RCG deems you or such other person unfit to travel, you may cancel your booking and you will receive a full refund, or an optional FCC for the cruise fare you paid and a refund of any additional items you purchased from RCG.

Please note that if the relevant COVID-19 test was not performed by an accredited provider engaged by RCG, we retain the right to verify or reject such independent test result, or to require that you undergo COVID-19 testing on behalf of RCG.

In all other cases our standard cancellation policy and penalties in your Booking Terms and Conditions will apply.

## **Denial of Boarding or Re-boarding, Quarantine and Disembarkation**

### **Before your cruise**

In order to prevent the transmission of COVID-19, if you report or we identify that you (or others in your Travelling Party) may have been exposed to or infected by COVID-19, we may require that such persons do not travel to the departure port.

In these circumstances, you will be entitled to a full refund, or an optional FCC for the cruise fare you paid to RCG and a refund of any additional items you purchased from RCG.

### **After Departure**

If the cruise has commenced, we may require that such persons do not re-board the ship, or agree to be quarantined, or be disembarked from the ship during the cruise.

In compliance with UK Government guidelines, RCG will agree protocols with key ports on your planned itinerary to ensure safe disembarkation and/or quarantine of affected UK Residents.

In these circumstances, you will be entitled to either a full refund or an optional FCC for the cruise fare you paid to RCG and a refund of any additional items you purchased from RCG, or (if the cruise has commenced), to a pro-rated partial refund or an optional FCC for the unused portion of the cruise fare you paid to RCG, and a refund of any additional unused items you purchased from RCG.

If required, RCG will also provide repatriation back to the UK for UK Residents and their dependents who may have been exposed to or infected by COVID-19 or are confirmed by RCG medical staff as symptomatic individuals. Please refer to the "RCG COVID-19 Guest Care" section below for details.

### **Flight Bookings**

If you booked flights through RCG, and you report or we identify that you (or others in your Travelling Party) may have been exposed to or infected by COVID-19, and you or such persons are denied embarkation, re-boarding, or are disembarked during the cruise in the above circumstances, RCG will provide alternative flights back to your UK departure airport and pay any applicable airline change fees and/or difference in the airfare (for the same class of service).

If a guest did not purchase flights through RCG, we will provide alternative return flights back to your UK departure airport, but RCG will not be responsible for any associated costs if such costs are covered by your travel insurance policy.

### **RCG COVID-19 Guest Care**

If you (or others in your Travelling Party) are symptomatic and test positive for COVID-19 during the cruise, RCG will:

- Provide COVID-19 related medical treatment free-of-charge while onboard the ship;
- Arrange and provide necessary land-based quarantine facilities free-of-charge for you and affected members of your Travelling Party; and
- Coordinate and pay for appropriate travel arrangements to get you and affected members of your Travelling Party back to the UK; and

If requested, assist the UK government in communicating to friends and relatives of those affected who are UK Residents and their dependents. Where appropriate, RCG shall provide public updates on the situation to ensure friends and family of guests are kept informed.

We will also provide assistance to persons identified by RCG as Close Contacts of you (or others in your Travelling Party) if they are denied embarkation or re-boarding, required to quarantine onboard, or are disembarked during the cruise due to close contact with a guest who tests positive for COVID-19.

### **Obligation to Comply with RCG COVID-19 Policies and Procedures**

Guests that are denied embarkation or re-boarding; are quarantined onboard or onshore; or disembarked from the ship during the cruise as a result of failure to comply with RCG's Guest Health Safety and Conduct Policy or other notified policies 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 Booking Terms and Conditions and any current COVID-19 Supplemental terms or other policies applicable to your cruise for complete details.

### **General Conditions**

For the purposes of this Policy, your "Travelling Party" means individuals who co-habit with you in your permanent residence, and who are named on your booking, or any other persons who are named in your booking and who share your assigned stateroom(s) on the cruise, or any other persons who are travelling with you on booking(s) linked to yours and who do not share your assigned stateroom(s) on the cruise.

“Close Contact” means a person who has been close to someone who has tested positive for COVID-19 within 2 days before that person tested positive or developed their symptoms (or, if they did not have any symptoms, from 2 days before the date their positive test was taken), and up to 10 days after (as this is when they can still pass the infection on to others) or as otherwise advised by your national government.

For more detailed information about Close Contact, please consult your national government and Public Health Authority COVID-19 websites.

This RCG Refund and Cancellation Policy for COVID-19 does not apply to guests booked on chartered sailings.

This RCG Refund and Cancellation Policy for COVID-19 is valid from the date of publication below, subject to change, and will remain in full force and effect until further notice.

If there is an inconsistency or conflict between any of the terms of this RCG Refund and Cancellation Policy for COVID-19 and the standard Booking Terms and Conditions and any current Supplemental Terms or other notified policies applicable to your cruise, the provisions of this RCG Refund and Cancellation Policy for COVID-19 will prevail.

Please note: 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.

For further details, please contact Celebrity: / Royal: XXXX XXXX XXX

**Version: 4th June 2021**