



All guests two years of age and older are required to complete a **PCR test for COVID-19** within 3 days of boarding the ship. To help guests meet this health test requirement, Royal Caribbean Group has partnered with Eurofins to provide testing services free of charge if conducted on-site at selected Eurofins locations across the UK. While we continue to build out the network of testing locations, some guests may learn through the registration process with Eurofins that available testing locations are too far to travel to. For those guests who feel they reside too far from a Eurofins test location, we offer the ability to conduct the required testing with a local medical services provider. The below information will support you in ensuring arrangements of a test to meet the testing requirements.

1) What type of test do I request of the medical services provider?

All guests two years of age and older are required to complete a PCR test for COVID-19 (this may be described as either a RT-PCR or PCR test, both of which are acceptable).

2) When do I have to take the PCR test for COVID-19?

The PCR test for COVID-19 must be conducted and results returned within 3 days of sail date. For this reason we do not recommend postal testing services. Tests conducted outside of 3 days prior to the cruise departure, will not be accepted. The below table provides a timeline recommendation for when you should book your PCR test for COVID-19 across all of our Celebrity Silhouette cruises:

Silhouette Cruise Departure Date	Cruise Departure Day Of Week	Test Appointment Bookable Date 1	Test Appointment Bookable Date 2	Test Results Day
27-Sept-21	Mon	24-Sept-21	25-Sept-21	26-Sept-21
08-Oct-21	Fri	5-Oct-21	6-Oct-21	7-Oct-21
18-Oct-21	Mon	15-Oct-21	16-Oct-21	17-Oct-21

3) Do I have to book my PCR test for COVID-19 on the above recommended dates?

No – the above table is just a recommended timeline to provide guidance to our guests. The key requirement is for our guests to ensure that they arrive at the pier with a negative PCR test result in-hand.

4) How do I know if I will receive my test result in time?

When scheduling an appointment for PCR testing for COVID-19, with your medical services provider of choice, advise that you will need the PCR test for COVID-19 result in-hand before traveling to the cruise terminal on sail date. You must verify that the medical services provider can meet this deadline and provide you the necessary PCR test for COVID-19 result documentation before confirming your PCR testing for COVID-19 appointment.

5) What level of reimbursement is Celebrity Cruises providing me?

Up to £100.00 GBP per guest and on production of receipt.

6) Will I be reimbursed for the test?

Yes, Celebrity Cruises will reimburse you up to £100.00 by completing and returning the claim form below following the completion of your cruise. Note that photocopies of the receipt that clearly shows the test facility name, the location, the individual guest name, the cost, and is shown as paid in full, will be required as part of the claim for expenses.

7) How do I submit the claim for testing expense?

Complete the below form and return by email to:

Celebrity Cruises – customerrelationsuk@celebritycruises.com

8) How will I receive my claim expenses?

Claims must be submitted for review within 28 days of cruise completion and reimbursement will be completed within 30 days of claim processing. Please note reimbursement will be processed back to the card registered for payment of your original booking. Should you not have made any sailing pre purchases we will need to speak to you directly to obtain card reimbursement information for processing. Please submit 1 claim form per guest claim. Claim forms for all guests sharing a stateroom should be submitted together in 1 e-mail to us.

Local medical service test provider claim form – Please provide one form per guest claim	
Email to customerrelationsuk@celebritycruises.com	
Ship	
Sail Date	
Celebrity Cruises Booking reference	
Stateroom number	
Guest First Name as per passport	
Guest Surname as per passport	
Contact email address	
Contact telephone number	
Receipt Attached	
Receipt value GBP (up to £100.00)	

9) What if I do not receive my test results in time?

Please contact your medical services provider. Due to information security, Celebrity Cruises is unable to contact your medical services provider directly. **Note that a negative test result is required upon arrival at the cruise terminal on sail date in order for the guest to be allowed to sail.**