

## **ROYAL CARIBBEAN INTERNATIONAL REFUND AND CANCELLATION POLICY FOR COVID-19**

The following information applies to guests who book passage on Royal Caribbean International (“RCI,” the “cruise line” or “we”) cruises scheduled to sail between April 6, 2023 (the “Effective Date”) and May 31, 2023, inclusive. Except as specifically stated below, or as otherwise provided in the Cruise/CruiseTour Ticket Contract or your booking terms and conditions (the “Ticket Contract”) for your cruise, the standard cancellation policies and penalties described in the Ticket Contract apply.

### **CRUISE BOOKING CANCELLED BY GUEST**

If you test positive for COVID-19 within 5 days or less prior to the scheduled date of embarkation, you may elect to cancel your cruise booking by notifying RCI of the cancellation within 24 hours of receiving the test result and no later than noon on the date of embarkation. In that event, you, and anyone else in your Traveling Party who cancels their booking due to your positive COVID-19 test result, are eligible for a Future Cruise Credit (“FCC”) or a refund of the cruise fare paid to RCI, subject to meeting the conditions of this Policy.

To qualify for the FCC or refund, you must notify RCI of the cancellation(s) within 24 hours of receiving the positive COVID-19 test result and no later than noon on the date of embarkation. You must also submit your verified (i.e., proctored) positive test result in a form acceptable to RCI, i.e., a laboratory test record, digital certificate, or healthcare record, which indicates full legal name, date of birth, type of test, date and time the sample was taken, test result stating “POSITIVE” and laboratory, testing site, and/or healthcare provider details. Handwritten test results and photographs of at home test results are not acceptable. Such test results must be submitted to RCI no later than 24 hours after the scheduled date of embarkation to qualify for an FCC or a refund.

### **DENIAL OF EMBARKATION OR REBOARDING; QUARANTINE AND/OR DISEMBARKATION**

If you are denied embarkation or reboarding, or quarantined or disembarked during your cruise, due to testing positive for COVID-19 or being suspected of having COVID-19, you are entitled to a refund, or an optional FCC, for the cruise fare paid to RCI 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 are required to quarantine onboard the vessel, days spent in quarantine shall be treated as unused days of the cruise.

### **OBLIGATION TO COMPLY WITH RCI COVID-19 POLICIES AND PROCEDURES**

No shows, and guests who fail to comply with the COVID-19 cancellation procedures above or the [RCI COVID-19 Policies and Procedures](#) in effect at the time of the cruise, shall not be entitled to a refund or FCC, or compensation of any kind. Please refer to the Ticket Contract issued for your cruise for complete details.

#### **GENERAL**

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

This Policy does not apply to guests booked on sailings where the majority of the available guest staterooms have been sold by the cruise line to a third party, commonly referred to as “chartered” sailings.

The terms of this Policy are valid from the Effective Date, subject to change, and 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 International website or mobile phone application.

**Effective Date: April 6, 2023**