

Cancellation

Cancellations must be received in writing. Phone calls and voice messages are not acceptable means of cancellation. The date of cancellation is considered the date on which the notice is received by Go Tours. The following fees apply to cancellation: \$50 per person after making reservation; 100% airfare after 3/4/21; 25% per person of cruise fare plus 100% airfare after 4/4/21; 50% per person of cruise fare plus 100% airfare after 4/19/21; 75% per person of cruise fare plus 100% airfare after 5/3/21; full per person penalty (100% cruise and air) after 6/2/21. Insurance premiums are non-refundable (Reservations made under Royal Caribbean's Non-refundable deposit program follow the same cancellation fee schedule except that the \$250 per person cruise deposit is non-refundable.)

Booking a Cruise

Royal Caribbean International cruise vacations and air arrangements are available through a travel agent. Any travel agent used by the guest in connection with a Royal Caribbean International cruise vacation is the guest's agent and the guest shall remain liable to Royal Caribbean International for the cost of the passage.

Group Travel

Persons traveling with a group should consult their travel agent for deposit, payment and cancellation information. Terms and conditions for persons traveling with a group are different from those for individuals. Royal Caribbean International now accepts Visa®, MasterCard®, American Express®, Optima®, Diners Club International® and Discover® cards for group bookings.

Guest with Special Needs

Royal Caribbean International welcomes guests with special needs and works hard to assist them throughout their vacation. To receive appropriate assistance, you must be sure your travel agent notifies Royal Caribbean Special Needs by voice/TDD (800-722-5472 x34492), e-mail specialneeds@rccl.com or fax (305-539-6018) at the time of booking of any special need and other relevant information.

All guests must ensure that they are medically and physically fit for travel and that such traveling will not endanger themselves or others. Any condition requiring medical treatment or attention must be reported to Royal Caribbean International in writing when the booking is requested or, if such condition arises after the booking is requested, prior to the boarding date for that guest's cruise vacation.

Guests dependent on oxygen or requiring oxygen therapy must meet certain requirements prior to boarding the ship. Contact a travel agent for details. Royal Caribbean International will not accept guests who will have entered their third trimester of pregnancy by the beginning of their vacation.

Professional medical services are available for a reasonable fee. At least one qualified physician and two registered nurses are normally in attendance on all Royal Caribbean International cruise vacations. See a travel agent for an accessibility brochure.

Unaccompanied Minors

Royal Caribbean International's minimum age to sail unaccompanied on sailings originating in North America is twenty-one (21). The minimum age to sail unaccompanied on sailings from South America, Europe, Asia, Australia and New Zealand is eighteen (18).

For voyages originating in North America:

No Guest younger than the age twenty-one (21) will be assigned to a stateroom unless accompanied in the same stateroom by an adult twenty-one (21) years old or older. A guest's age is established upon the first date of sailing.

This age limit will be waived for children sailing with their parents or guardians in connecting staterooms; for underage married couples; and for active duty members of the United States or Canadian military.

Certain other restrictions and conditions will apply; such as compliance with the age twenty-one (21) alcohol policy, and proof of marriage for underaged couples or proof of active duty military status required. Royal Caribbean International does not accept bookings for student groups.

Air Arrangements

Air Commission Policy - Royal Caribbean will discontinue paying commissions on any air transportation that is booked on or after that date in association with a cruise onboard these brands.

This action is being taken to enable our brands to remain competitive within the cruise industry, regarding air packages being offered to your clients. This action does not affect "air inclusive" packages that are occasionally offered, when air is embedded in the price of a packaged cruise or tour.

Our combination air/cruise rates do not include any applicable airport departure or facilities fees or other taxes/fees/surcharges assessed by domestic or foreign government or quasi-governmental agencies ("Air Taxes and Fees") for flight(s), nor do those rates include any applicable Fuel, Security or Other Surcharges that may be assessed by the airline and/or the airport. Royal Caribbean will assess either the exact amount of any applicable Air Taxes and Fees and/or Fuel, Security or Other Surcharges, or an estimated amount as described below. In either case, the amounts assessed will be added to the cruise fare and air travel rates to calculate the amount of the deposit(s) owed or the amount of the final payment. The amounts assessed are subject to change at anytime whether there is a confirmed booking under deposit or final payment has been made. In lieu of assessing the exact amount of the Air Taxes and Fees and/or Fuel, Security or Other Surcharges applicable to flights, we reserve the right to charge an estimated amount as follows. Air Taxes and Fees and/or Fuel, Security or Other Surcharges may vary by gateway city and routing. We may estimate each one or either of them for each gateway and/or charge an averaged amount. Accordingly, the actual charge of Air Taxes and fees and/or Fuel, Security or Other Surcharges may be higher or lower; refunds will not be made if the actual Air Taxes and Fees and/or Fuel, Security, or Other Surcharges are lower than estimated. Some countries require guests to pay an airport departure tax, which is not included in the guest's air ticket. The guest is responsible for this tax.

Alcohol

Royal Caribbean International guests are expected to be responsible for their actions at all times, including during transfers to and from ships, inside terminals, while onboard, at our ports-of-call, during shore excursions and at our private destinations. Consuming alcohol to excess impairs one's judgment and reduces one's ability to recognize and avoid potentially dangerous situations. Guests who choose to consume alcohol must do so responsibly. The ship's staff may refuse to serve alcoholic beverages to any guest who does not consume alcohol responsibly, including those who have purchased an all-inclusive beverage package. Ship's personnel may request verification of a guest's age to verify they are of age to consume alcohol pursuant to this policy. Any guest that violates this alcohol policy, will be considered for disciplinary action pursuant to the "Consequences Section" of this Guest Conduct Policy and may lose their privileges to use the disco or other areas or facilities of the ship.

Guests are not permitted to bring alcoholic beverages onboard; with the exception of embarkation day when guests are permitted to bring onboard with them up to two (2) bottles of wine (which are subject to a corkage fee) per stateroom. Security may inspect containers (including water bottles, soda bottles, mouthwash, canteens, etc.) at any time and will dispose of alcohol concealed in such containers. Alcoholic beverages that are purchased from onboard shops or in ports of call (which must be presented to security upon re-boarding), will be secured by ship's personnel. Alcohol secured by ship's personnel will be returned to guests just prior to the conclusion of their cruise vacation. Guests who are under the permitted drinking age will not have alcohol returned to them. Guests under the age of 21 will not have alcohol returned to them. No open liquor bottles will be permitted to be brought into the dining areas or public areas.

If a guest receives a Royal Selections Gift (bottle) in their stateroom and they wish to take the bottle to the dining room, then a corkage fee of \$15.00 per bottle will apply. There is no corkage fee if the guest(s) consumes the bottle in their stateroom, as long as it was purchased through Royal Selections.

While a ship is at sea, Royal Caribbean International will not serve alcoholic beverages to guests under 21 years of age. However, on cruises departing from Asian, Australian, European and South American countries, where the legal drinking age is typically lower than 21, a parent sailing with his or her son(s) and/or daughter(s), who is(are) between the ages of 18 and 20 may sign a waiver allowing

the 18-to-20-year-old to consume alcoholic beverages. Restrictions apply, and this policy is subject to change without notice. Note: An individual's age on the date of sailing determines his or her status for the entire cruise vacation.

Advanced or Delayed Sailings and Changes in Itinerary

In the event of strikes, lockouts, riots, weather conditions or mechanical difficulties, or for any other reason whatsoever, Royal Caribbean Int'l may at any time and without prior notice, cancel, advance, postpone or deviate from any scheduled sailing or port of call and may, but is not obliged to, substitute another ship or port of call, and shall not be liable for any loss whatsoever to guests by reason of such cancellation, advancement, postponement, deviation or substitution. Royal Caribbean Int'l shall not be responsible for any failure to adhere to the arrival and departure times published in this brochure for any of its ports of call.

While every effort will be made to adhere to the specifics shown for a cruise/Cruisetour, circumstances may necessitate changes or deviations therefrom. All schedules, itinerary destinations, hours of arrival and departure, hotel and/or conveyances, and other aspects of cruisetour programs are subject to change without prior notice. Neither Royal Caribbean International nor any affiliated party shall be required to refund any portion of fare or other charges or make any compensation under these circumstances.

Dispute Settlement

Any dispute between a guest and Royal Caribbean International in connection with a guest's cruise booking or cruise vacation shall be litigated, if at all, in and before a court located in Miami, Florida, USA, to the exclusion of the courts of any other state, territory or country.

Gambling

No guest under the age of 18 will be permitted to gamble on board any of Royal Caribbean International's ships. Please note: An individual's age on the date of sailing determines his or her status for the entire cruise vacation.

Change of Stateroom

Guests desiring to transfer to higher-priced accommodations, which may be available during boarding or after sailing, may do so by paying, in cash, with traveler's checks or by credit card, the difference in published full cruise vacation prices.

Refusal of Passage

Passage may be refused to any guest, and any guest's cruise vacation may be terminated at any time, at the risk and expense of the guest debarked, where, in the opinion of the ship's Captain or physician, a guest is unfit for travel or a risk or danger to himself or herself or a disturbance or danger to others. Such guest may be left at any port or place at which the ship calls without any liability to Royal Caribbean International. Royal Caribbean International shall not be required to refund any amount paid by any guest who must leave the cruise vacation prematurely for any of the reasons set forth above or otherwise, nor shall Royal Caribbean International be responsible for lodging, meals, return transportation or other expenses incurred by the guest.

Conditions of the Cruise Ticket Contract

The transportation of guests and baggage on Royal Caribbean International ships is governed by the terms and conditions of the Cruise Ticket Contract included as part of the cruise ticket. The Cruise Ticket Contract limits rights. The Cruise Ticket Contract sets forth limitations on the time frames in which claims may be made and suits may be filed against Royal Caribbean International. It is important that guests read all of the terms and conditions of the Cruise Ticket Contract. (Copies are available upon request.) Note: The Cruise Ticket Contract must be signed by all guests prior to boarding. To view the Cruise Ticket Contract please [click here](#).

Cruisetours

Transportation aboard the ship is provided solely by Royal Caribbean International. While Royal Celebrity Tours Inc. or another affiliate or subsidiary or parent company of Royal Caribbean International (collectively referred to as "RCT") will arrange for the land tour component of cruisetours, they do so only as a convenience to the guest.

The land portion of all cruisetours is generally performed by independent contractors. These land components are solely at your risk and subject to the terms or arrangements made by you or on your behalf with the independent contractor. RCT assumes no responsibility with respect to these services (including cancellation, delay, injury, death, accommodations for guests with special needs

or damage to property) even though RCT may collect monies or make bookings. Individual and group space is subject to availability, minimum participation and cancellation penalties. Blackout dates may apply. We regret that RCT cannot issue refunds for unused portions of cruisetours.

Cancellations by RCT

If RCT cancels a Cruisetour or the land portion thereof, it will re-book guests on the same Cruisetour with a different departure date or a similar Cruisetour. All re-bookings are subject to availability. If that Cruisetour is unacceptable, RCT will refund, to the extent it received payment, the value of the Cruisetour calculated in accordance with RCT's standard methodology for handling such matters; there is no additional liability. RCT cannot assume responsibility for any additional costs or fees relating to the issuance and/or cancellation of air tickets or other travel arrangements not made through Royal Caribbean International.

Tour Membership

We reserve the right to accept or reject any person as a Cruisetour participant and to expel from a Cruisetour any participant whose conduct is deemed incompatible with the interest of the tour group.

Smoking

For the comfort and enjoyment of our guests, our ships are designated as non-smoking; however, we recognize that some of our guests do smoke. Therefore, to provide an onboard environment that also satisfies smokers, we have designated certain areas of the ship as smoking areas.

Smoking is only permitted in designated areas and outdoors on the Starboard side of the ship (contact the Guest Relations Desk for details). Smoking is not permitted in any dining venue, theater, hallway or corridor. Smoking is not permitted inside any stateroom, however, it is permitted on private outdoor balconies of balcony staterooms. A \$250 penalty will be applied to the SeaPass for guests found smoking in staterooms. Cigarettes, cigars and pipe tobacco must be properly disposed of and never thrown overboard. A guest must be at least 18 years of age to purchase, possess or use tobacco onboard. Pipe and cigar smoking is only permitted within the Cigar Lounge. If no Cigar lounge exists on the ship, there will be a designated area for pipe & cigar smoking, guests will find out the location once onboard.

Consequences:

Failure to act in accordance with this policy may result in:

- A \$250 cleaning fee for smoking inside a stateroom or suite
- Removal of certain onboard privileges, which may include being detained, quarantined or confined in a cabin or holding cell
- Confiscation of illegal/contraband/prohibited items (may be turned over to law enforcement authorities)
- Denial of boarding on the current or any future Royal Caribbean cruise
- Reporting of incidents to government and law enforcement authorities for follow-on legal action
- Removal from a ship at the next port of call. Guests removed from a Royal Caribbean ship pursuant to this policy, are responsible for their own accommodations and transportation home, at their expense. Documentation requirements for re-entry into the guest's home country are also the responsibility of the guest.

Personal Property

Under no circumstances may dangerous articles, such as controlled substances, firearms, explosives, cylinders containing compressed air or combustible substances, etc., be contained in any baggage or brought by any person on board. Royal Caribbean International reserves the right to refuse to permit any guest to take on board any items Royal Caribbean International deems inappropriate. No animals are permitted on board (with the exception of service animals for guests with special needs).

Property lost or damaged should be reported to either the Purser's/Guest Relations Desk or to a designated Royal Caribbean International employee prior to leaving the U.S. customs area. In any event, property lost or damaged must be reported within the time

limitations and in accordance with the procedures set forth in the Cruise Ticket Contract. In the absence of negligence on its part, Royal Caribbean International is not responsible for any loss, theft, pilferage and/or damage to a guest's property, which includes items such as money, travel currency, jewelry of any kind, photographic/electronic equipment or other personal property. Royal Caribbean International's liability for loss or damage to property shall be limited otherwise in accordance with the provisions in the Cruise Ticket Contract. Items may be deposited for safekeeping at the Purser's/Guest Relations Desk. Please refer to the Cruise Ticket Contract for further information. Royal Caribbean's CruiseCare® offers personal property protection.

Guest Liability

Each guest agrees to indemnify Royal Caribbean International for all penalties, fines, charges, losses or expenses incurred or imposed upon Royal Caribbean International by virtue of any act, omission or violation of law by the guest.

Each guest, or if a minor, his or her parent or guardian, shall be liable to and shall reimburse Royal Caribbean International for all damage to the ship and its furnishings and equipment, or any property of the ship, caused by any willful or negligent act or omission on the part of the guest.

Royal Caribbean International's Liability

Guests release Royal Caribbean International from any and all claims for loss or damage to baggage or property, or for personal injuries or death, or for loss from delay, shore excursion providers, restaurateurs, transportation providers, medical personnel or other providers of services or facilities. Under no circumstances does Royal Caribbean International's responsibility extend beyond the ship. All arrangements made for the guests with independent contractors are made solely for the convenience of the guest and are at the guest's risk. Royal Caribbean International disclaims all liability for damages for emotional distress, mental suffering or psychological injury of any kind, under any circumstances, except to the extent such disclaimer is prohibited by 46U.S.C.§183c.(b).

Responsibility for Children

If a child is cruising under your supervision and exhibits dangerous and disruptive behavior (e.g., excessive drunkenness, fighting, verbal abuse of a staff member, unruly behavior, vandalism in any public areas, etc.), the parent/guardian will be held accountable. Please note that at any point in the process it is at the master/hotel director/general manager's discretion that any child and his or her parent/guardian be disembarked from the ship.