

# ROYAL CARIBBEAN INTERNATIONAL MUSTER 2.0™

Muster 2.0™ is a new approach to delivering safety information to guests. The first-of-its-kind program reimagines the traditional safety drill, a process originally designed for large groups of people, into a faster, more personal approach that encourages higher levels of safety.

Eliminating the gathering of large crowds, the program's new technology – eMuster™ – will make key elements of the drill accessible to guests on an individual basis via their mobile devices and interactive stateroom TVs. Muster 2.0™ will also be among the comprehensive protocols Royal Caribbean Group is developing with the Healthy Sail Panel.

## Muster 2.0 Frequently Asked Questions

### **1. Why change to Muster 2.0?**

Muster 2.0 is a natural extension of our mission to improve our guests' vacation experiences by removing points of friction. The innovative program, the first of its kind, reimagines a process originally designed for large groups of people into a faster, more personal approach that encourages higher levels of safety.

### **2. What is the difference between traditional muster protocols and Muster 2.0?**

In a traditional safety drill, also known as a muster drill, guests muster at the same time by gathering in large groups at their designated assembly stations prior to the ship departing. With Muster 2.0, guests a) are provided with an efficient, convenient way to complete the required safety drill; b) receive the information in a more individual setting using personal mobile devices or the interactive stateroom TV; c) have the flexibility to complete the safety drill at their own leisure in a four-hour window of time, before the ship departs.

### **3. Did Muster 2.0 evolve from COVID-19 physical distancing guidelines?**

Muster 2.0 evolved from our drive to improve the guest vacation experience. It's over a year in the making, and it will be part of the comprehensive set of protocols and procedures Royal Caribbean Group is developing along with the Healthy Sail Panel that was recently assembled in collaboration with Norwegian Cruise Line Holdings Ltd.

### **4. If you don't have a smart phone, can you complete Muster 2.0?**

Guests may also access Muster 2.0 using their interactive stateroom TV.

### **5. How will you know if a guest has not mustered?**

Both our mobile app and interactive stateroom TVs integrate with ship systems that monitor completion of the drill.

### **6. What happens if a guest doesn't complete the muster?**

The guest will be contacted by a ship officer and asked to complete the safety drill. If they do not comply, they will be asked to disembark the ship.

### **7. How much time do guests have to complete Muster 2.0?**

Muster 2.0 offers guests a four-hour window to complete the drill checklist via the mobile app or their interactive stateroom television. After reviewing the safety information individually, guests will complete the drill by physically visiting their assembly station, where a crew member will verify that all steps have been completed and answer any questions. With this innovative approach, we have taken a 45-minute process and extended the flexibility to take place in a four-hour window.

### **8. Are there multiple blocks of time to complete Muster 2.0 or do all guest have the same window of time?**

Guests will be able to review the information at their own time, at any point from the time they arrive on board until sail away, eliminating the need for the traditional large group assemblies.

### **9. Has the system been tested with guests?**

Muster 2.0 was first tested in January on board *Symphony of the Seas*.

### **10. Did you need to secure special regulatory approvals to implement Muster 2.0?**

Yes, the new process was vetted through the proper authorities to ensure compliance.



**11. What are the steps to Muster 2.0?**

To complete Muster 2.0, guests will need to:

- Review safety information in the mobile app or interactive stateroom TV, and acknowledge completion
- Visit assigned assembly station and scan in using your stateroom key
- At the assembly station, a crew member will verify the safety information was completed and be available to answer questions individually
- Listen to the emergency signal in the mobile app or interactive TV, and when the captain demonstrates the signal before the ship sets sail

**12. Will all Royal Caribbean Group ships have Muster 2.0?**

Muster 2.0 will be available on all Royal Caribbean International, Celebrity Cruises and Azamara ships, excluding Celebrity Cruises' Galapagos-based ships — *Celebrity Flora*, *Celebrity Expedition* and *Celebrity Exploration*.

**13. Is Muster 2.0 exclusive to Royal Caribbean Group brands?**

In addition to introducing the new process on the ships of its own cruise lines – Royal Caribbean International, Celebrity Cruises and Azamara – Royal Caribbean Group is offering to license the patented approach to interested cruise operators and will waive patent license fees during the time the world and industry battle the global pandemic. Patent licenses have already been granted to the company's joint venture, TUI Cruises GmbH, as well as Norwegian Cruise Line Holdings Ltd., the parent company of Norwegian Cruise Line, Oceania Cruises and Regent Seven Seas Cruises.

**14. Guests mustering on their own may take elevators to their muster station, how do you ensure they know how to arrive to their station via safe pathways in case of an emergency?**

Royal Caribbean Group ships equipped with the mobile app will have dynamic walking maps directing guests to their assembly stations using the safest pathways.

**15. Will children be required to complete Muster 2.0?**

Guests of all ages are required to complete Muster 2.0 to ensure the safety and well-being of everyone on board.

**16. Will guests receive prompts or notifications to complete Muster 2.0 once on board?**

Guests will receive notifications/reminders from crew and electronically to ensure they have completed the safety drill before the window of time has closed.

**17. Will guests need WiFi to access Muster 2.0?**

All safety information is available on the mobile app, whether on land or at sea. The mobile app uses the ship's WiFi without the purchase of an internet package.

**18. What is the difference (or relationship?) between Muster 2.0 and eMuster?**

Muster 2.0 provides guests with an efficient, flexible way to complete the required safety briefing. eMuster is the technology that enables guests to receive the safety information individually via their mobile devices and interactive stateroom TVs. This revolutionary development changes a process that has traditionally been for large groups of people into a faster, more personal approach that encourages higher levels of safety.

