

HEALTHY AT SEA FAQ'S

CONSUMER FAQS

FAQs as of August 9, 2022

TESTING & SCREENING

Am I required to take a COVID-19 Test prior to embarking on my cruise?

Yes, For For most sailings, Celebrity Cruises requires a negative Covid test result as a condition for boarding. The type of test and length of time prior to sailing the test can be taken and whether or not it needs to be a monitored/proctored test can differ by vaccination status and embarkation port. However, the environment is beginning to change rapidly. Please refer to the [Country Travel Requirements](#) information provided.

Should a guest test positive during their pre-cruise testing, a 100% refund or Future Cruise Credit will be offered.

Pre-Cruise testing requirements may continue throughout 2022.

How do I calculate which days I may take my pre-cruise COVID-19 test?

When calculating which days you can take your test, be aware that the day you set sail is not counted as one of the days, unless the country of embarkation stipulates that the test be taken within 24 hours of arrival.

For example, if you are setting sail on a Saturday, and you are required to test 3 days before your sailing, you can take your test on Wednesday, Thursday, or Friday; and for 2 days in advance, you can take the test Thursday or Friday.

To learn more about which types of tests are accepted, visit our [Accepted COVID-19 Test](#) webpage.

What Type of COVID-19 Tests are Accepted?

If your sailing requires a pre-cruise test, here are some details about the kind of test you'll need.

Accepted Types of Tests and Results

- There are two common types of diagnostic COVID-19 tests and we accept either one:
 - A molecular test, also called a PCR test or NAAT test
 - An antigen test, also called a rapid antigen test (RAT)
- For sailings in the U.S., Europe and Galapagos, the test must be supervised by a health professional, such as a doctor, pharmacy technician, public health worker, or telehealth representative.
 - You must receive a valid results document from your test provider that includes provider name, your name, the date the test was taken, type of test, and your negative result.



This can be a printed document, email, or telehealth app notification. Handwritten doctor's notes will not be accepted.

- Telehealth testing at home is only accepted when it meets certain guidelines. See below.
- For sailings in Australia/New Zealand, PCR tests must be taken in a laboratory; Antigen/RAT tests may be self-tests and do not have to be monitored.

Tests We Do Not Accept

- Antibody tests are not accepted, as they do not detect a current infection.
- Home test kits that are self-administered at home, and not supervised live by a telehealth professional, are only accepted for Australia/New Zealand sailings.

Where and When to Get Your Test

Most local pharmacy chains offer COVID-19 Testing and most county or state websites can help you find a local public testing site. You can also go to a doctor's office, diagnostic lab, or telehealth provider to get your test.

Some additional things to keep in mind when scheduling your test:

- For sailings that require a pre-cruise test, the day you set sail is not included as one of the days unless the country of embarkation stipulates a test to be taken within 24 hours of arrival. For example, if you are setting sail on a Saturday and you are required to take your test 3 days in advance, you can take your test on Wednesday, Thursday, or Friday before your sailing and for 2 days in advance you can take the test Thursday or Friday.
- Make sure that your selected test provider can provide you a valid results document in time for your travel, where needed.

Concierge Testing Service (For U.S. Guests Only)

Bioreference - Scarlet Concierge Service: In partnership with Bio-reference a concierge testing option is available for our fully vaccinated guests. Bio-reference will send a qualified medical technician to your home, office, hotel, or any place you choose, to perform the test. The cost is \$85 per person. Your results will be ready in about 48 hours. Click [here](#) to make an appointment.

Please note, appointment times must be booked individually for each guest even when booking for a family. Multiple people booking from the same location will be tested together and will not have to wait for their specific selected appointment time. Concierge Testing Service is available in most major metropolitan areas within the United States. Please be sure and input the address of your desired testing location to check availability. In order to obtain testing results prior to embarking the ship we highly recommend guests schedule their appointment as soon as possible, for two days prior to embarkation, not including the actual day the ship sets sail. Therefore, if the guest is sailing on a Saturday, they should schedule their test for Thursday.

Scarlet Concierge Customer Support and Questions can be answered at (833) 455-0245.



In order to obtain testing results prior to embarking the ship we highly recommend guests schedule their appointment as soon as possible, for two days prior to embarkation, not including the actual day the ship sets sail. Therefore, if the guest is sailing on a Saturday, they should schedule their test for Thursday.

Scarlet Concierge Customer Support and Questions can be answered at [\(833\) 455-0245](tel:8334550245)

Order An Approved Home-Test Kit*

For fully vaccinated guests, a home-test kit is available for purchase. These test kits are monitored and include a Certified Guide who walks you through the testing process. For the best shipping experience, we recommend placing your order at least a full week to 10 days before the day you plan to take your test. Your validated test results will typically be delivered within 15 minutes.

U.S. RESIDENTS ORDER HERE – ABBOTT BINAXNOW™

Link: <https://store.optum.com/celebrity-cruises-tests/>

U.K. RESIDENTS ORDER HERE - PRENETICS™

Link: <https://www.projectscreen.co.uk/travel-tests/celebrity-cruises/>]

*The cost for COVID-19 test kits may be covered by your health insurance plan. Please check with your insurance provider for coverage benefits.

For Additional Details on Telehealth Testing and the test kit [click here](#)

What health screening measures are being taken at the terminal on boarding day?

During check-in, you will be asked to complete an attestation that asks whether or not you are vaccinated; whether or not you are boosted; and whether or not you are pregnant. Screening begins with a request to present proof of vaccination, visual check, and health questionnaire. If you show signs of a fever, cough, or fatigue, you'll you will be directed to a secondary screening.

Am I required to be vaccinated for COVID-19 to sail on Celebrity Cruises?

Celebrity Cruises operates vaccinated sailings, with crew and guest vaccination rates approaching 100%.

Currently, all sailings require vaccination.

Please visit the [Country Travel Requirements](#) page for the country of embarkation for your sailing for more information on the requirements for your sailing.

Ultimately, we are working our way back to the point where everyone can sail with us, again. For sailings departing on or after Sept. 6, 2022 from Los Angeles and Europe (excluding sailings departing from Iceland), vaccination is not required.

Please visit the [Country Travel Requirements](#) page for the country of embarkation for your sailing for more information regarding vaccination age requirements.

To be considered fully vaccinated, a guest must receive the last dose in their vaccine series no less than 14 full days before their sail date.



Guests with a mixed series of any two of the following vaccines taken within a minimum of 28 days between doses, will also be considered fully vaccinated: Pfizer, Moderna, Johnson & Johnson, AstraZeneca, Sinovac, Sinopharm or Covaxin. We are not currently accepting the CanSino vaccine. Youths who have received one dose of a vaccine (other than Johnson & Johnson) will not be considered fully vaccinated.

To comply with country vaccination requirements, documentation of full vaccination must be provided at the terminal as a condition for boarding.

COVID-19 Booster Vaccine shots are not currently required to sail on Celebrity Cruises but are **highly recommended** to ensure a smoother vacation experience and to avoid any additional required onboard testing and costs at your own expense throughout the sailing.

Are COVID-19 Booster Vaccines required to sail on Celebrity Cruises?

COVID-19 Booster Vaccine shots are not currently required to sail on Celebrity Cruises but are highly recommended to ensure a smoother vacation experience and to avoid additional onboard testing and costs at your own expense throughout the sailing.

How far in advance of my cruise do I need to be vaccinated?

In order to be considered fully vaccinated, a guest must receive the last dose in their vaccine series no less than 14 full days before their sail date. The 14-day period starts the day you receive your last dose — that's Day 1. After 14 days pass, you can get onboard on Day 15. For example, if you received your final dose on September 1, your 14-day countdown starts on September 1, and you would be permitted to board the ship on September 15 or later. Anyone who has received one dose of a vaccine (other than Johnson & Johnson) will not be considered fully vaccinated.

What vaccines are accepted?

Vaccines that are fully approved or authorized for emergency use by the Food and Drug Administration (FDA), the European Medical Agency, the World Health Organization (WHO); and, for Australia/New Zealand sailings, the Therapeutic Goods Association (TGA) Therapeutic Goods Administration (TGA) are accepted. Sputnik V and CanSino are not accepted Covid-19 vaccines. U.S. Based U.S.-based AstraZeneca and Novavax clinical trial participants are also considered fully vaccinated. US U.S. participants in COVID-19 vaccine trials can be considered fully vaccinated 2 weeks after they complete the vaccine series, if it has been confirmed that they received "active" vaccine, and not placebo. Please be aware that certain countries we sail from or visit during a voyage may require a specific vaccine, and only those travelers vaccinated with the requisite vaccine will be considered fully vaccinated. Be sure to review your departure [country's travel requirements](#) or consult our guest materials prior to sailing for these requirements.

Will laminated vaccination cards be accepted?

Yes, we will accept a laminated vaccination card.

Will I be considered fully vaccinated if my first dose of the Covid-19 vaccine is from one manufacturer and the second dose is from another?



For ALL sailings, including US and Global Departures, we will recognize a mixed series of any two of the following vaccines, with a minimum of 28 days between doses, as fully vaccinated:

- Pfizer
- Moderna
- Johnson & Johnson,
- AstraZeneca/Covishield
- Sinovac
- Sinopharm
- Covaxin

Guests with a mixed series of any two of the following vaccines taken within a minimum of 28 days between doses, will be considered fully vaccinated:

- Pfizer/Cominarty
 - Moderna/Spikevax
 - Johnson & Johnson/Janssen
 - AstraZeneca/Covishield/Vaxzevria
 - Sinovac/Coronavac
 - Sinopharm/BBIBP-CorV
 - Covaxin
 - Nuvaxovid
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- Guests who received the Janssen (aka Johnson & Johnson) vaccine before or after another COVID-19 vaccine should be considered to have received a valid, single-dose Janssen vaccination—not a mixed vaccination series—and are considered fully vaccinated against COVID-19.
 - To be recognized as fully vaccinated, all guests eligible to receive a COVID-19 vaccine, must complete a vaccine series with the last dose administered at least 14 days prior to sailing.
 - Anyone who has received one dose of a vaccine (other than Johnson & Johnson) will not be considered fully vaccinated.
 - Some ports of call may not accept mixed vaccines and therefore could prevent guests with mixed vaccines from going ashore.

COVID-19 Booster Shots

COVID-19 Booster Vaccine shots are not currently required to sail on Celebrity Cruises but are **highly recommended**. to ensure a smoother vacation experience and to avoid additional onboard testing and costs at your own expense throughout the sailing. Guests who have received 3 or more doses of a COVID-19 vaccine, due to booster regimens, will be considered fully vaccinated and up to date if at least one of these conditions is satisfied:

- At least 2 of the doses are Pfizer, Moderna, AstraZeneca/Covishield, Sinovac, Sinopharm or Covaxin administered at least 28 days apart. The final dose must be completed at least 14 days before sailing.
- At least 1 dose is Johnson & Johnson, completed at least 14 days before sailing.

If I've had Covid-19 and am recovered with a negative test result, but am not vaccinated, am I permitted to board with a Certificate of Recovery issued by my doctor?

Celebrity will not accept a Certificate of Recovery in place of a vaccination record.

If I lost my original vaccination card, but am able to show electronic proof of vaccination on a government sponsored site/app, will that be accepted as proof of vaccination?

Yes, if a guest can furnish proof from the government site or app, we will accept as proof of vaccination.

Are photos or photocopies of the original vaccination card accepted as proof of vaccination?

We will accept a photo of a vaccine card, but not a photocopy of the card.

What are the requirements and restrictions for guests who decline, or are unable to show proof of vaccination for sailings out of Florida?

For some sailings, unvaccinated guests are now able to sail. These include:

- All sailings departing from UK and Europe (excluding sailings departing from Iceland).
- All sailings departing from Los Angeles.

All other sailings currently maintain vaccination requirements. Please refer to our Country Travel Requirements page for more information. We require all guests 12 years of age and older to be vaccinated for sailings departing from a Florida port with all primary doses administered at least 14 days prior to sailing. Children who have received one dose of a vaccine (other than Johnson & Johnson) will not be considered fully vaccinated. Guests must provide documentation of full vaccination at the terminal as a condition for boarding.

What if my child is turning the age for vaccine eligibility right before our cruise, or during our cruise, and cannot get vaccinated in time?

For some sailings, vaccination is no longer required as of Sept. 6, 2022. Please visit the [Country Travel Requirements](#) page for the country of embarkation for your sailing for more information regarding vaccination age requirements.

If your child's eligibility birthday occurs too close to boarding day, not allowing enough time for full vaccination, we can move your cruise date to allow you more time or you may choose to cancel your reservation for a full refund. However, if your child's eligibility birthday occurs on Day 2 of the cruise or later during the cruise, your child will be allowed to board the ship on embarkation day as long as they complete all COVID-19 testing requirements for unvaccinated guests. Celebrity Cruises operates vaccinated sailings, with crew and guest vaccination rates approaching 100%. Please visit the [Country Travel Requirements](#) page for the country of embarkation for your sailing for more information regarding vaccination age requirements.

Are there any restrictions for unvaccinated children who are ineligible for the vaccine?



Yes, for all sailings, children who are ineligible for the vaccine may sail with us. Different testing requirements will apply, depending upon the port of embarkation. Please refer to the [Country Travel Requirements](#).

If I test positive for COVID-19 right before my cruise, at the terminal, or on the cruise, what is your refund policy and what associated costs are covered?

[Full policy can be found here](#)

COVID-19 Assistance*

Book any Celebrity cruise that's sailing between now and November 30, 2022, and you'll have the following reassurance at no extra charge:

- 100% refund for you, and your Traveling Party, if any of you test positive for COVID-19 within 10 days prior to the cruise or at the boarding terminal.**
- Pro-rated cruise fare refund for anyone who has their cruise cut short due to testing positive for COVID-19 or being suspected of having COVID-19 during the cruise.

If the Celebrity cruise you book will sail from the European Union or the United Kingdom between May 1, 2022, and November 30, 2022, you'll also have the following reassurance at no extra charge:

- If you test positive for COVID-19 during the cruise, Celebrity will: cover the cost of COVID-19 related medical treatment onboard; you and your Traveling Party may stay onboard the ship for free to complete any required quarantine; and Celebrity will help coordinate homebound travel arrangements for you and your Traveling Party, but without covering the cost.

*Last modified May 17, 2022. Subject to change. Additional terms and conditions may apply, see our [COVID-19 Refund and Cancellations Policy](#) and your Cruise Ticket Contract for details. "Traveling Party" means (1) your family members living with you in the same household and (2) traveling companions assigned to your stateroom on the ship. Our CareTeam will assist with daily wellbeing check-ins and, where applicable, will assist in arranging shoreside accommodations or support to reschedule return travel home."

**To qualify for a refund, if your COVID-19 test was administered by a provider other than one retained by Celebrity, you must present your verified positive test result in a form acceptable to Celebrity.

Will I have to sign a COVID-19 waiver or other legal agreement to board the ship?

In addition to our booking terms or cruise ticket contract — which all guests must accept — guests will be required to acknowledge the risks associated with pathogen transmission during their voyage and on tours or other shoreside experiences at our destinations, as well as agree to follow all of our health and safety policies at all times. Failure to agree to our terms and conditions or accept the requisite health acknowledgments will result in a denial of boarding, and your inability to participate in tours and shoreside experiences.



Do I need to use the Celebrity Cruises App to meet new safety policy requirements? What if I don't have a smartphone?

We strongly advise that all guests download and use the Celebrity Cruises App available for Apple and Android devices. It has been enhanced with features that are essential to a smooth and safe boarding day and cruise. These features include notifications, online check-in, the new online Guest Safety Briefing required of all guests, and our Guest Health, Safety, and Conduct Policy. Some features are available only via the App, including the Guest Health Questionnaire to be completed by all guests 24 hours before sailing. (For guests unable to download the app, assistance will be available at the departure terminal.) The App offers key functionality to support guest needs throughout the sailing, important sailing details, ship maps, guest to guest chat, event and dining booking, itinerary planning, steps to assure health and safety, and more. We continually deploy additional functionality to the App. While we provide assistance for guests without access to a smartphone and the App, we highly recommend that all guests download and use the App immediately after cruise booking to achieve the smoothest experience and avoid possible delays.

Are there any health restrictions or pre-existing condition limitations, due to COVID-19, for cruise guests?

Certain guests may be at an increased risk of becoming infected with SARS-CoV-2 (coronavirus). Guests of any age with certain underlying medical conditions may also be at an increased risk of developing severe COVID-19. Before booking or sailing on a cruise, please review the latest public health guidance about at-risk populations. All guests should consider their individual risk level for severe illness and make an informed travel decision on that basis. We recommend guests with a higher risk of severe illness consult with their doctor prior to booking or sailing with us.

What types of Telehealth Tests, such as Abbot Brand Tests, are acceptable for meeting my pre-cruise testing requirements?

There are currently different testing requirements depending upon the part of the world a ship is sailing. Please visit our [Country Testing Requirements](#) page for information pertaining to any specific sailing.

If a telehealth self-tests taken at home under supervision is required, then: must meet these requirements:

- The self-test process must happen under live supervision on a video call with a telehealth representative.
- The telehealth provider must issue you a result document that includes all the necessary information.
- In the U.S., tests that meet these parameters can be purchased [Here](#).
- In the UK, tests that meet these parameters can be purchased [Here](#).

Guests sailing in Australia and New Zealand are able to use any commercially available self-test.



Is Celebrity accepting Certificates of Recovery? If I have recently recovered from COVID-19, what documentation am I required to provide?

Yes, for all sailings globally except any sailing touch visiting Bermuda, where the local authorities do not accept CORs. However, we will not accept a Certificate of Recovery in place of a vaccination record. Guests must continue to show proof of full vaccination where required based on age, with the final dose of their vaccine administered at least 14 days prior to sailing.

A Certificate of Recovery must meet the following requirements:

- Be on official letterhead from a healthcare provider, public health official or telehealth provider showing:
 1. The Provider's name
 2. The Provider's address
 3. The Provider's phone number
 4. Confirmation of your recovery and completion of isolation
- Be typed (not handwritten) and signed by the provide
- Date of validity must extend throughout the duration of your cruise
- Include a positive result document for a COVID-19 test, either PCR or Antigen test, taken a minimum of 11 days and a maximum of 90 days before the departure date of your U.S. cruise; or, a minimum of 11 days and a maximum of 180 days for European and Australia/New Zealand sailings.

The test results document from your test provider must include the name of the lab that processed the test, the lab's CLIA Lab Number or Certification Number, the address of the lab, your name, the date the test was taken, type of test, and your positive result. This can be a printed document, email, or telehealth app notification. Fully handwritten doctor's notes (such as those written on a prescription pad) will not be accepted. Minimal handwritten components (such as a check mark on a "positive" box) are acceptable as long as the other required information is printed on the document.

What is the difference between a fully vaccinated guest and an up-to-date guest?

A fully vaccinated guest has received all primary doses of an accepted vaccine administered at least 14 days prior to sailing. An up-to-date guest is someone who is fully vaccinated and has received at least one vaccine booster shot. COVID-19 Booster Vaccine shots are not currently required to sail on Celebrity Cruises but are **highly recommended**. to ensure a smoother vacation experience and to avoid additional onboard testing and costs at your own expense throughout the sailing.

What if I cannot get vaccinated due to a pre-existing allergy? What if I am not vaccinated for religious reasons? What if I have recently recovered from COVID-19 and am not now eligible to be vaccinated?

Beginning Sept. 6, 2022, all travelers, regardless of vaccination status, can enjoy sailings departing from the UK and Europe (excluding sailings departing from Iceland) and Los Angeles.

For all other sailings, vaccination status requirements remain in place. Please refer to the updated guidelines for these sailings [here](#). Please visit the [Country Travel Requirements](#) page for the country of embarkation for your sailing for more information regarding vaccination age requirements.

Vaccination Accommodations Requests



Following public health guidance, our ships are highly vaccinated environments and accordingly, we have adopted operational capacity restrictions that restrict the number of unvaccinated guests we can carry. This means vaccination accommodations are not available on all sailings. Whenever we grant a vaccination accommodation, we reserve the right to revoke it at any time.

Before requesting a vaccination accommodation, there are several things to keep in mind

As you prepare to submit a request for vaccination accommodation, please:

- Submit your request at least 30 days prior to your cruise departure date or even earlier if possible.
- Be aware that we may not be able to process requests submitted less than 14 days to sailing.
- Be aware that approvals or denials for vaccine accommodation may be issued up to 2 weeks prior to sailing or later.
- Wait for a response to your request before booking travel arrangements such as flights and hotel accommodations. Celebrity Cruises will not be responsible for any travel-related expenses incurred by you or members of your traveling party should your request be denied.

How to submit a vaccination accommodation request

If you believe that you meet the requirements for a vaccination accommodation, please send an email to vaxaccommodations@celebrity.com. You can also have your local travel agent or International Representative contact us.

Your initial email to vaxaccommodations@celebrity.com should include the following details:

- The full name of the person who needs the accommodation, as the name appears on their reservation.
- Ship Name
- Date of Sailing
- Reservation Number
- Best phone number to reach the requesting guest (or their legal guardian if they are a minor)
- Best email to reach the requesting guest or their guardian, should it be different than the one you are emailing from

Religious Requests: For religious accommodation, please describe the nature of your sincerely held religious beliefs, religious practice or observance that conflicts with the vaccination requirement.

Medical Requests: For your request to be considered by our medical team, a letter from a physician is required. Please see the specific requirements for the letter below:

- The letter must come from a Medical Doctor (MD) or Doctor of Osteopathic Medicine (DO).
- The letter must include the full name and date of birth for the guest requesting the accommodation.
- The letter must clearly indicate the pre-existing, non-COVID medical condition or disability that is contraindicated for vaccination.



- The letter should include a note that the guest is medically fit to travel.
- The letter must be signed by the MD or DO.

Vaccine accommodation requests should be submitted individually and will be considered individually. It may be possible for some members of the same travel party to receive an approval, while others are denied.

Our receipt of your vaccination accommodation request in no way implies or guarantees an approval.

For sailings departing from or visiting Canada, you must first secure an approval from the Government of Canada and provide evidence of that approval with your request.

If your vaccination accommodation request is granted

Approvals apply only to the sailing for which they were granted and need to be renewed for each new sailing as protocols and operational needs change frequently. Approvals do not imply or guarantee an approval for any future sailings.

Please note that vaccination accommodated guests must adhere to all health protocols and travel requirements for unvaccinated guests as required by the cruise line and at the local, state and national level.

If your vaccination accommodation request is denied

If we are unable to approve your request, you can:

- Change the ship/sail date and submit a new request, if your denial was based on operational capacity.
- Cancel only the unvaccinated guest(s) from the booking, if the remainder of the traveling party still wishes to sail. The unvaccinated guest will receive a full refund after cancellation.
- Cancel the booking that includes the unvaccinated guest and receive a full refund for the booking. Only those guests in the impacted booking are eligible to receive a full refund. Related bookings (family, friends, etc. traveling on another booking) remain subject to the standard cancellation penalty schedule.

Is a Certificate of COVID-19 Recovery a Vaccination Accommodation?

No, Celebrity Cruises does not accept a Certificate of COVID-19 Recovery as a substitute for a guest's vaccination records.



While Ashore

What is Celebrity's Shorex Policy?

Free flow excursions are possible for all guests in the vast majority of destinations we are sailing to. Currently, only Barbados and St. Lucia have restrictions in place where guests may only go ashore on a tour provided by Celebrity Cruises.

What is the policy for unvaccinated children?

Free flow excursions are possible for all guests in the vast majority of destinations we are sailing to. Currently, only Barbados and St. Lucia have restrictions in place where guests may only go ashore on a tour provided by Celebrity Cruises.