

# HEALTHY AT SEA FAQ'S

## CONSUMER FAQS

FAQs as of January 14, 2021

### TESTING & SCREENING

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

Out of an abundance of caution, Celebrity Cruises will be enhancing COVID-19 testing requirements for both vaccinated and unvaccinated guests. For all US sailings departing through February 28, 2022\* aboard *Celebrity Apex*<sup>SM</sup>, *Celebrity Constellation*<sup>®</sup>, *Celebrity Edge*<sup>®</sup>, *Celebrity Equinox*<sup>®</sup>, *Celebrity Millennium*<sup>®</sup>, *Celebrity Reflection*<sup>®</sup>, *Celebrity Silhouette*<sup>®</sup> and *Celebrity Summit*<sup>®</sup>, all vaccinated guests are required to present a negative COVID-19 test result at the time of embarkation. This test may be taken as either as an **Antigen or PCR test**, conducted within two days of boarding the vessel. Each guest is responsible for making their own arrangements with an accredited testing provider as well as covering all associated costs.

Unvaccinated children between the ages of two and eleven years old will be required to bring a negative **PCR test** conducted within three days of boarding. These guests will be provided an additional COVID-19 Antigen test at the terminal prior to embarkation and on the day before disembarkation.

Please note, the CDC has advised unvaccinated guests cannot be tested twice in one day as it may affect the accuracy of the test results, therefore the **COVID-19 test required before arriving at the terminal cannot be taken on boarding day**. A registration link for required onsite testing at the terminal will be emailed separately. Should a guest be unable to complete the testing requirements, a 100% refund or Future Cruise Credit will be offered.

\*Pre-Cruise testing requirements may continue into 2022.

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

Vaccinated guests must take their pre-cruise test no more than **2 days** before boarding. Unvaccinated children (11 and under) must take their pre-cruise test no more than **3 days** before boarding and **cannot take their pre-cruise test on boarding day**.

The CDC has advised unvaccinated guests cannot be tested twice in one day as it may affect the accuracy of the test results. As we will be testing all unvaccinated children at the terminal, pre-cruise testing for children 11 years of age and under must occur within the three days before embarkation day.

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.

#### How to calculate which days to take your test:

- Vaccinated guests: You must take your test no more than 2 days before embarkation. Therefore, if you are setting sail on a Saturday, you can take your test on Thursday or Friday. You may also take it on Saturday morning if necessary — however, we don't recommend waiting until the last minute.
- Unvaccinated children ages 2 to 11: You must take the test no more than 3 days before embarkation. If you are setting sail on a Saturday, you can take your test on Wednesday, Thursday, or Friday — but not Saturday. Unvaccinated guests cannot take their test on boarding day.



To learn more about which types of tests are accepted, visit our [Accepted COVID-19 Test](https://www.celebritycruises.com/healthy-at-sea/accepted-covid-tests) webpage. [<https://www.celebritycruises.com/healthy-at-sea/accepted-covid-tests>]

## 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
- 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.

### 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 also not accepted.

### 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, you will be asked to take the test no more than 3 days before your sail date for unvaccinated guests and no more than 2 days for vaccinated. How to calculate "3 and "2 days before": The day you set sail is not included as one of the days. For example, if you are setting sail on a Saturday, you can take your test on Wednesday, Thursday, or Friday before your sailing and for "2 days 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.

### Concierge Testing Service

**Bioreference - Scarlet Concierge Service:** In partnership with Bio-reference a concierge testing option is also 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](https://covidtesting.scarlethealth.com) to make an appointment. <https://covidtesting.scarlethealth.com>



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 living in the United States, a home-test kit is available for purchase. We are working with Optum, an authorized medical provider to offer this option to our guests. [Click here](#) to purchase the Abbott BinaxNOW™ COVID-19 Ag Card Home Test

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

- Complete your pre-cruise test kit at home or any place of your choosing with the help of live video supervision by a Certified Guide. This test kit will be delivered anywhere in the United States, within three business days following your order date. For the best shipping experience, we recommend placing your order at least a full week before the day you plan to take your test. Your validated test results will be delivered within 15 minutes.

For Additional Details on Telehealth Testing and the Abbott BinaxNOW™ COVID-19 Ag Card Home Test [click here](#) [<https://www.celebritycruises.com/healthy-at-sea/accepted-covid-tests>]

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

Telehealth self-tests taken at home under supervision must meet these requirements:

- The test must have Emergency Use Authorization from the U.S. FDA.
- 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.
- Two tests that meet these parameters are the Abbott BinaxNow COVID-19 Ag Card Test available through the Abbott Navica app, or the Ellume Covid-19 Test with Video Observation Services.

### Abbott Brand Tests

- Any Abbott brand test administered on site by a pharmacy technician or other health professional is accepted. This includes the common Abbot ID NOW test administered by many pharmacies. They must provide you with a proper results document (no handwritten notes).
- The Abbott BinaxNow COVID-19 Ag Card Test, which is taken at home and supervised by a telemedicine professional, is accepted. It must be taken under live video supervision.
- The Abbott BinaxNow COVID-19 Antigen Self-Test, which is taken at home and not supervised by a medical professional, is **NOT** accepted.

### What testing options are available for International Guests arriving to the US?

**Home-test Kits** are available for purchase for fully vaccinated guests. This test kit will be delivered anywhere in the United States, including your pre-cruise hotel, within three business days following your order date. For



the best shipping experience, we recommend placing your order at least a full week before the day you plan to take your test. Test kits are available for \$69.99\* for a 2-pack or \$99.99\* for a 3-pack. Your test results will be available in about 15 minutes. To order your test kit click [here](https://store.optum.com/celebrity-cruises/) [https://store.optum.com/celebrity-cruises/]

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

**Onsite Cruise Port Testing (Limited Availability)** – If you are unable to arrange testing on your own, a limited amount of on-site testing appointments will be available at the cruise port for International Guests Only. The cost for onsite testing starts at \$99 per person. You must register for onsite testing in advance. Please chose the appropriate link for your departure port below to complete your purchase and registration.



Fort Lauderdale, Florida <https://bioreference.force.com/cel>

For questions regarding on-site testing in Fort Lauderdale please contact, [patientportal@bioreference.com](mailto:patientportal@bioreference.com) (888) 279-0967.

Miami, Florida <https://gsign.me/xmw>  
Tampa, Florida <https://gsign.me/yar>

For questions regarding on-site testing in **Miami or Tampa** please contact, [Cruise@covidtestingllc.com](mailto:Cruise@covidtestingllc.com) (407) 725-8518.

### **Will COVID-19 testing be available for guests required to present a negative test result to re-enter their home country?**

All fully vaccinated guests requiring a COVID-19 test to return to their home country will be provided the opportunity to receive testing in the cruise port during disembarkation. Proof of return travel scheduled within 24 hours of disembarkation will be required. Details on testing registration will be provided onboard. Testing will be complimentary for guests with cruise reservations booked prior to November 16, 2021. For new bookings made on or after November 16, 2021, testing will be available for a per person fee. The cost for onsite cruise port testing starts at \$99\* per person. Prices vary by port and test type.

\*Test prices are set by each vendor and not by Celebrity Cruises. Payments will be made directly to the vendor providing the service. Celebrity Cruises will not collect or retain any portion of this payment.

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

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 be directed to a secondary screening. A SARS-COV 2 test that will be administered at the terminal is required for boarding for all unvaccinated guests ages 2 – 11. Prior to embarkation, check [www.healthyatsea.com](http://www.healthyatsea.com) and government sites for specifics as the requirements vary by port and continue to evolve.

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

All sailings departing the U.S. are subject to guidance from the CDC. As such, Celebrity Cruises will require vaccine eligible guests to be fully vaccinated with all initial doses administered at least 14 days prior to sailing.

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. Youths who have received one dose of a vaccine (other than Johnson & Johnson) will not be considered fully vaccinated.

To comply with this requirement, documentation of full vaccination must be provided at the terminal as a condition for boarding. Celebrity Cruise will not accept any form of Certificate of Recovery.

COVID-19 Booster Vaccine shots are not required to sail on Celebrity Cruises.

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



COVID-19 Booster Vaccine shots are not required to sail on Celebrity Cruises. However, guests who have received 3 or more doses of a COVID-19 vaccine, due to booster regimens, will be considered fully vaccinated if at least one of these conditions is satisfied:

- At least 2 of the doses are Pfizer, Moderna, AstraZeneca, 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.

**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. Children who have received one dose of a vaccine (other than Johnson & Johnson) will not be considered fully vaccinated.

**HOW TO CALCULATE 14 DAYS TO FULL VACCINATION STATUS**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
					 <b>DAY 1</b> <i>Final Vaccine Dose Received</i>	<b>DAY 2</b>
<b>DAY 3</b>	<b>DAY 4</b>	<b>DAY 5</b>	<b>DAY 6</b>	<b>DAY 7</b>	<b>DAY 8</b>	<b>DAY 9</b>
<b>DAY 10</b>	<b>DAY 11</b>	<b>DAY 12</b>	<b>DAY 13</b>	<b>DAY 14</b>	 <i>Cleared To Board!</i>	

**What vaccines are accepted?**

Vaccines that are fully approved or authorized for emergency use by the Food and Drug Administration (FDA) or the World Health Organization (WHO) are accepted. Sputnik V and CanSino are not accepted Covid-19 vaccines. U.S. Based AstraZeneca and Novavax clinical trial participants are also considered fully vaccinated. US 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 requirements or consult our guest materials prior to sailing for these requirements.



## VACCINATIONS ACCEPTED

Vaccine	Also Know as	Dose	WHO/RCG Approved Status	Vaccine Effective Date
Pfizer	BioTech & Comirnaty	Two	Accepted	14 Days from 2 <sup>nd</sup> Dose
Moderna	N/A	Two	Accepted	14 Days from 2 <sup>nd</sup> Dose
AstraZeneca	Covishield* ,Oxford, Vaxzevria	Two	Accepted	14 Days from 2 <sup>nd</sup> Dose
Sinovac	Coronavac	Two	Accepted	14 Days from 2 <sup>nd</sup> Dose
Sinopharm	N/A	Two	Accepted	14 Days from 2 <sup>nd</sup> Dose
Covishield*	N/A	Two	Accepted	14 Days from 2 <sup>nd</sup> Dose
Johnson & Johnson	Janssen	Single	Accepted	14 Days from Single Shot
Novavax	N/A	Two	Accepted	14 Days from 2 <sup>nd</sup> Dose
Covaxin	n/a	Two	Accepted	14 Days from 2 <sup>nd</sup> Dose

### 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?

The Centers for Disease Control and Prevention (CDC) has clarified their position regarding mixed vaccinations and provided Celebrity Cruises with updated guidance.

For ALL sailings, including US and Global Departures, the CDC will now 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
- Sinovac
- Sinopharm
- Covaxin
- 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.
- Children who have 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 required to sail on Celebrity Cruises. However, guests who have received 3 or more doses of a COVID-19 vaccine, due to booster regimens, will be considered fully vaccinated if at least one of these conditions is satisfied:

- At least 2 of the doses are Pfizer, Moderna, AstraZeneca, 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.

## MIXED DOSES OF VACCINES

Homeport	Mixed Dose Acceptance	First Dose	Second Dose	Second Dose Date
US Sailings	Yes	WHO supported or FDA Authorized	WHO supported or FDA Authorized	Minimum 28 days between doses
Non-US Sailings	Yes	AstraZeneca	Pfizer or Moderna	Minimum 28 days between doses
		WHO supported or FDA Authorized	WHO supported or FDA Authorized	Minimum 28 days between doses

*\*\*Some ports of call may not accept mixed vaccines and therefore could prevent guests with mixed vaccines from going ashore. Guests may be required to test or complete additional protocols to go ashore.*

**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?**

At this time, Celebrity will not accept Certificates of Recovery.

**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?**

No, at this time, we are not accepting photos or photocopies of the original vaccination card.

**If vaccination is medically contraindicated because of a disability or pre-existing medical condition; if I am not vaccinated for religious reasons, who should I contact?**

Please contact our Access Department at (866) 592-7225 or locally (954) 628-9708 or send an email to [special\\_needs@celebrity.com](mailto:special_needs@celebrity.com) so that our team can guide you on what documents will need to be submitted for consideration. You should contact them as soon as possible and ideally no later than 30 days before your cruise departs. You can also have your local travel agent or International Representative contact us. Should you require it, our fax number is (954) 628-9622.

**What are the requirements and restrictions for guests 12 years of age and older who decline, or are unable to show proof of vaccination for sailings out of Florida?**

All sailings departing the U.S. are subject to guidance from the CDC. Celebrity Cruises will continue to abide by CDC guidance and require all vaccine eligible guests, to be fully vaccinated with all COVID-19 vaccine





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 scheduled to sail out of South Florida must be vaccinated in order to sail. To comply with this requirement, guests ages 12 and older must provide documentation of full vaccination at the terminal as a condition for boarding.

### **What if my child is turning 12 years old right before our cruise, or during our cruise, and cannot get vaccinated in time?**

For cruises departing US homeports, any guest 12 years of age or older on boarding day must be fully vaccinated to sail. If your child's 12<sup>th</sup> 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. Our port agreements expect that every vaccine-eligible guest onboard is fully vaccinated, therefore exceptions cannot be made. However, if your child is 11 and turns 12 on Day 2 of the cruise or later, your 11 years old will be allowed to board the ship on embarkation day as long as they complete all COVID-19 testing requirements for unvaccinated children.

### **Are there any restrictions for unvaccinated children who are ineligible for the vaccine sailing out of Florida?**

Yes, unvaccinated guests under 12 years of age who are ineligible for the vaccine will be required to bring a negative PCR test conducted within three days of boarding. These guests will be provided an additional COVID-19 Antigen test at the terminal prior to embarkation and on the day before disembarkation. The CDC has advised unvaccinated guests cannot be tested twice in one day as it may affect the accuracy of the test results, therefore the **COVID-19 test required before arriving at the terminal cannot be taken on boarding day.**

### **If I test positive for SARS-COV-2 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\***

Guests who book a Celebrity Cruise with a sail date on or before April 30, 2022, will have the following reassurances included at no extra charge.

- 100% refund of your cruise fare, and your Traveling Party's fares, if any of you test positive for COVID-19 within 14 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 you test positive for COVID-19 during the cruise, Celebrity Cruises will cover the costs of COVID-19 related medical treatment onboard, any required land-based quarantine, and travel home for you and your Traveling Party.

\*Last modified October 22, 2021. Subject to change. "Traveling Party" means your family members living with you in the same household and traveling companions assigned to your stateroom on the cruise. Conditioned upon compliance with the [Celebrity Cruises COVID-19 Policies and Procedures](#) in effect at the time of the cruise. Additional terms and conditions apply. See our [COVID-19 Refund and Cancellations Policy](#) and your Cruise Ticket Contract for details.



**\*\*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. 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.

## **BOARDING DAY AND TERMINAL PROTOCOLS**

### **What is the definition of a traveling party?**

The term "traveling party" can include guests traveling in the same stateroom or reservation; guests traveling in multiple staterooms or as part of multiple reservations; as well as guests we determine to be legally or socially related or proximate in any way, at any time prior to or during the voyage, for any duration of time. It is important to note that contact tracing may deem you or someone in your traveling party a "close contact" of another guest if you were within 6 feet of someone infected with COVID-19 for a cumulative total of 15 minutes or more over a 24-hour period (for example, three individual 5-minute exposures for a total of 15 minutes in one day). If you are found to meet this contact threshold, certain actions may be required for your safety and the safety of your fellow guests.

### **If I'm denied boarding at the pier or arrive late, can I board the ship at the next port?**

No, due to the specific boarding day processes required to evaluate the health of everyone onboard, we cannot have guests join the cruise downline once the sailing has embarked.



**If I'm vaccinated and in the same traveling party as an unvaccinated guest who tests positive for Covid-19 at the terminal, what is the protocol?**

Vaccinated Guests in the same traveling party as the unvaccinated guest who tested positive for Covid-19 must be tested at embarkation with a negative result in order to board the ship.

**Am I able to get off of the ship once I've boarded to explore the city, as long as I return before the boarding time closes?**

No, once a guest boards the ship they may not disembark. We require all guests to remain onboard.

**Do I need a health visa to visit the Bahamas as a port of call?**

Guests visiting the Bahamas on any sailing departing from the US, do not need to apply for the health visa.

As of September 3, 2021, the government of the Bahamas will require all guests, 12 years of age and older, to be fully vaccinated in order to enter the country by air or sea. This will include guests traveling on a cruise ship.

When arriving to the Bahamas directly by air, all guests, two years of age and older, regardless of vaccination status, will now be required to present a negative COVID-19 test result. This test may be taken as either a PCR test or an Antigen test, conducted within five days prior to arrival. Each guest is responsible for making their own arrangements with an accredited testing provider as well as all associated costs.

**As a guest of The Retreat®, will I still have a separate check-in area and lounge area available to me?**

Yes, we will continue to offer our guests of The Retreat® a separate check-in flow and lounge area in the terminals that offer this. This could change due to evolving screening requirements at the terminal. NOTE: If a guest of The Retreat is not vaccinated, they will follow a separate path to the required antigen testing station.

**Are there any new luggage recommendations or restrictions?**

No, there are no changes to the luggage process at this time.

**I have read the new health policies and procedures, and I am unsure at this time if I want to cruise. Can I change or cancel my booked cruise?**

We're sorry to hear that. If you make your booking by January 31, 2022, it falls under our Cruise with Confidence policy, meaning you can cancel your reservation and receive a 100% Future Cruise Credit. You just need to let us know at least 48 hours before your sail date. We look forward to welcoming you onboard at a future date.

**Where can I find the updated Guest Health, Safety and Conduct Policy and the Refusal to Transport Policy?**

You can find the complete and up to date Guest Health, Safety and Conduct Policy [here](#). To see the complete updated Refusal to Transport policy, [click here](#).

**Are there any new policies or procedures for service animals?**

Service dogs will continue to be welcome onboard our ships. Guests continue to be responsible for obtaining all required health documentation for the dog to depart the ship in ports of call and the final destination.

**When can I check-in for my cruise?**

The health and safety of our guests, crew, and the communities in which we operate are our top priority. We are guided by the recommendations of our Healthy Sail Panel and the requirements of countries where we sail. We will provide clear communication about what you need to know for your cruise in advance of your sail date, [including check in dates](#), health and safety information, app notifications and the shore excursions available for

your cruise. **Our cruise check-in window opens closer to your sailing date, which differs from our traditional check-in timeline.**

When it's time to check in, we recommend you use the Celebrity Cruises app to check in all guests on your reservation. The app provides a quick and easy check-in process so you can start your vacation sooner.

Updates include:

- Your arrival time at the terminal - a scheduled arrival time at the terminal on your sail date
- The required Health Questionnaire – only available in advance in the app
- Our reimagined Guest Safety Briefing - Simply tap the Safety icon on the homepage to launch the Safety Briefing, whether you're in the terminal or you've just stepped onboard, to complete the first steps of the Safety Briefing before heading to your assigned Assembly Station. Remember all guests must complete the Safety Briefing before the ship can sail.
- Extended app check in window - Check in using the app until 8am the morning of your sailing

As before, guests may also check in using our website up to 48 hours before sailing. Guests must complete check in, however, using the app or at the terminal. We highly recommend completing check in using the app for the easiest, fastest, and complete check-in experience.

- Celebrity Cruises requires guests to be checked in no later than 60 minutes prior to the scheduled sailing time. Guests arriving late will not be permitted to sail.
- When you check-in at the terminal, show your Xpress Pass in the app to the terminal agent to scan and complete the check-in process.

## **Cleaning & Sanitization**

**What are your cleaning and sanitization standards on the ship? What guidelines apply, and how do you know they are sound? How is the crew trained to implement them effectively?**

In compliance with strict standards set by U.S. Public Health Services (USPHS) and the Vessel Sanitation Program (VSP), our ships have always been maintained using the most rigorous cleaning regimens. Now, with guidance from our Healthy Sail Panel, we've evaluated every element of our cleaning protocols and enhanced those regimens to meet medical-grade standards. All ships are thoroughly cleaned and sanitized prior to every voyage, and consistently and frequently throughout your sailing, with disinfecting cleaning agents and techniques that have been certified by health authorities as effective against SARS-Cov-2 (coronavirus). All chemicals are EPA-certified, alcohol-based, scentless, and safe for the general population. High-traffic and frequently touched areas like elevators, escalators, stairways, and promenades are cleaned every two hours and gangway rails every 20 to 30 minutes during busy times. Staterooms are cleaned daily and only while guests are out of the room, with particular attention paid to frequently used items and surfaces. All stateroom and housekeeping attendants will be continuously trained on the latest sanitization guidelines. We'll ensure cleaning standards are upheld through frequent stateroom inspections using black light technology to show surface wiping efficacy. Crew will have mandatory, ongoing training classes and refreshers that are documented to ensure all the latest protocols are being followed, in compliance with various international regulations, including the International Convention for the Safety of Life at Sea (SOLAS), Standards of Training, Certification, and Watchkeeping for Seafarers (STCW), and the International Organization for Standardization (ISO).

**How are you ensuring guests are washing and sanitizing their hands?**

Hand hygiene on board has always been a priority for us, as a proven way of helping protect the health and safety of our guests and crew, with numerous hand washing sink stations and hand sanitizer stations located throughout the ship. Now we have increased and enhanced those efforts by increasing the number of Purell® sanitizer stations around the ship by 75% and introducing Purell sanitizer wipe stations in high-touch areas.

**Will there be hand sanitizer provided in the stateroom and around the ship?**



Hand sanitizer stations have always been available throughout the ship, but we've now increased that number by 75%. And we're placing them anywhere you're most likely to use them, near elevators and at exits and entrances to all venues, plus anywhere onboard that doesn't have handwashing stations or restroom sinks in the immediate area. Additionally, a new bottle of hand sanitizer will also be made available in all staterooms.

### **Will you provide any personal protective equipment onboard like masks, hand sanitizer and disinfecting wipes?**

For your convenience, upon arriving in your stateroom, you'll find a welcome kit with a mask for each guest and hand sanitizer for your room. However, we encourage you to pack and wear your own face masks, as they are required in terminal and may be required onboard or ashore depending on your itinerary. Cloth masks will also be available for purchase onboard in the shops. Around the ship, you'll find we've increased Purell hand sanitizer stations by 75% and added Purell disinfecting wipe stations in high-touch areas.

### **100% Fresh, Filtered Air**

#### **How is air circulated and filtered on board? Is the air safe on board a cruise ship?**

On Celebrity Cruises ships, 100% fresh ocean air is continuously supplied from outside. Intake of air occurs on one side of the ship for cooling and ventilation, then the air is removed via exhaust on the opposite side of the ship. This continual intake of fresh air replaces the air in any space, with a total air change up to 12 times an hour in staterooms, and about 15 changes an hour in large public spaces. Fan coil units in your stateroom and public spaces provide an extra layer of protection, continuously scrubbing the air of pathogens, using a high-grade MERV 13 filter that captures aerosols 0.3 to 1 micron in size with ~90% efficacy— fine enough to filter aerosolized viruses. An independent study by the University of Nebraska Medical Center confirmed that cross-contamination of air between adjacent spaces is virtually impossible thanks to this powerful system.

### **While On Board**

#### **Where and when will physical distancing be required on board? How will this be enforced?**

Physical distancing should be practiced throughout your vacation, from the moment you arrive at the terminal until you return home— allowing at least 6 feet (2 meters) of space between guests who are not in the same traveling party. Signage, ground markings and crew safety ambassadors will be posted throughout the ship and terminal to kindly remind guests of distancing and other protocols. Seating in public spaces such as dining venues, theatres and pool decks will be spread out, and elevators will be limited to no more than four guests or one travel party at a time.

#### **Will I be required to wear a mask onboard?**

As a result of increased COVID-19 cases associated with the Omicron variant, masks will be required for all guests (regardless of vaccination status,) at all times indoors except while eating or drinking. Note that this policy is currently in effect and will be re-evaluated on a continuous basis.

#### **How full will the ship be? Will there be fewer guests on board than usual to promote physical distancing?**

Yes, we're sailing with fewer guests for more space—and more luxury. This will make physical distancing across venues a lot easier and ensure everyone will get a chance to enjoy different activities in smaller groups with plenty of spacing. Note that the number of guests on board may be adjusted in the future as situations evolve.

#### **Will you still require the guest safety muster drill? How will this be conducted safely?**

Muster drills are an important part of ensuring our guests' safety— and we're excited to introduce an entirely new approach to delivering that information, called Muster 2.0™. This patented system streamlines the traditional muster process, making the key elements of the safety drill available right on your mobile device or stateroom TV— including reviewing what to expect, where to go in case of an emergency, and how to properly use a life jacket. After reviewing safety information on your own via the Celebrity Cruises app once in terminal or on your stateroom TV, you can complete the drill by visiting your assigned assembly station on the ship,



where a crew member will verify that all steps have been completed and answer any questions, eliminating the need for a group drill.

**How are my linens and towels washed to ensure they are sanitized?**

The temperature of washers and dryers onboard follows the guidance of the U.S. CDC to ensure all laundered goods, including towels, bed linens, and cloth napkins, are fully sanitized.

**Are there any experiences or venues that are closed?**

Almost all of our onboard venues or experiences will be operating. You may notice protocols in place for your health and safety. Signage will be posted at venues and experiences to guide you.

**Will room service still be available?**

Yes, room service will still be available for your convenience. Additionally, between 6 a.m. and 11 p.m. complimentary room service is available.

**Are reservations required for dining, and will there be limits on party sizes at your restaurants?**

Reservations are strongly recommended and easy to make using the Celebrity Cruises App. Making a prior reservation ensures you're able to secure a dining time of your choosing, avoids forming lines outside venues and allows for physical distancing. For the safety of all our guests onboard, at this time, a maximum of 8 guests are allowed per table, and guests may only dine with other members of their travel party. We are continually evaluating these protocols and will make updates as public health standards evolve.

**What services for guests of The Retreat® will be available and what will be discontinued?**

All of the services our guests of The Retreat® have come to expect will still be available to them, from priority boarding, to Luminae, The Retreat Lounge, The Retreat Sundeck\*, and a Personal Retreat Host.

\*On Edge Series and Revolutionized ships

**How will the new health and safety protocols affect The Retreat Lounge?**

Guests of The Retreat® will continue to have access. Additionally, self-service food options are no longer offered.

**Can guests still expect the regular delivery of advertisements and flyers, such as the Celebrity Today, to their stateroom?**

Celebrity Today will still be delivered at turndown. Proper stand-up displays and digital screens will be leveraged throughout the ship to take the place of printed materials, where possible. Stateroom drops will be minimized as the Celebrity app, stateroom TVs, and other digital systems will be used to communicate to guests on board.

**Are consecutive/back-to-back cruises still an option for guests?**

Vaccinated guests will be permitted to sail on back-to-back cruises. Guests sailing on back-to-back cruises must show proof of vaccination and are required to take a COVID-19 test producing negative results between each sailing. Guests who are not fully vaccinated or are not eligible to be vaccinated, are not able to sail on back-to back-cruises.

For guests sailing **back-to-back on any Royal Caribbean Group ship**, complimentary testing will be provided onboard.

**Effective November 16, 2021**, If sailing on a cruise brand other than those within the Royal Caribbean Group, guests will be responsible for making their own arrangements with an accredited testing provider as well as covering all associated costs.



Negative COVID-19 test results acquired from a COVID-19 test taken aboard another **Royal Caribbean Group** ship will be accepted as long as the test is taken within two days of embarkation for vaccinated guests.

## **24/7 Medical Care**

### **If a guest or crew member starts feeling unwell during a voyage, what steps are taken? Can you test for SARS-CoV-2 while on the cruise, and if so, how soon do you have results?**

If any of our guests or crew members ever feel unwell during their sailing, they can be evaluated by medical staff, with an in-stateroom visit or by video tele-consultation. Rapid SARS-CoV-2 tests can be conducted right onboard in our medical lab that allows for rapid, accurate onsite RT-PCR testing with results in under an hour, alongside a multitude of other evaluative tests. This is just one capability of our enhanced Medical Center where we've added more doctors and nurses, upgraded equipment, and a dedicated Controlled Care Center where potentially infectious guests or crew can be cared for away from general medical areas.

### **If a guest or crew member tests positive on board, what is your response plan?**

In the event any of our guests or crew tests positive for SARS-CoV-2 onboard, we have a robust, tiered response plan in place that we've developed with guidance from local authorities and leading public health experts. The tiers increase protocols and vigilance onboard while providing transparent updates to guests the whole way. In partnership with local authorities, Celebrity Cruises has developed transport protocols to ensure the ship can return to port and impacted guests get home safely.

### **If a guest tests positive and is moved to isolation, what care and amenities will be available to them?**

Guests, and their traveling party, that test positive for SARS-CoV-2 will move to isolation staterooms that are closer to the Medical Center and will enjoy complimentary amenities like Wi-Fi and room service, along with regular visits or tele-consultations with medical staff to monitor their wellness.

### **How is the medical center equipped to handle a possible COVID-19 case? What medical services are offered on board the ship for the evaluation and treatment of COVID-19?**

If a guest starts to feel ill, they can report the need for immediate medical attention by phone, to the nurse on duty. Our medical team will evaluate the guest in the comfort and privacy of their stateroom, by an in-person visit or by video tele-consultation and determine if a SARS-CoV-2 test is needed. Our onboard medical facilities are prepared to offer robust treatment with rapid RT-PCR testing and results onsite; state-of-the-art equipment enhancements like hospital-grade ventilators with CPAP and BiPAP capabilities; a dedicated Controlled Care Center where potentially infectious guests or crew can be cared for away from general medical areas; and more critical care beds on each ship.

### **What is the cost for onboard medical care and testing for COVID-19-related concerns?**

Onboard SARS-CoV-2 evaluation and testing that is performed on recommendation of the onboard medical team is free of charge. COVID-19-related medical treatment provided onboard, should treatment be necessary, is also free of charge.

### **Will I need to quarantine or isolate when I return to the U.S. from my cruise?**



Rules and recommendations on post-travel quarantine vary among U.S. states, localities, schools and workplaces. Before traveling, guests should familiarize themselves with any requirements that may exist so that they may plan accordingly.

#### **Will crew members be vaccinated and wearing personal protective equipment like masks?**

The health and safety of our guests and crew is our top priority. All crew members are vaccinated and provided with the tools and the training to follow all new protocols — including how to properly don personal protective equipment like face masks, which they will wear at all times, and gloves in roles where they may be necessary.

#### **How are crewmember areas and rooms cleaned? Are crew members expected to abide by similar policies as the guests?**

All crew members are responsible for cleaning and maintaining their private rooms while following the same cleaning and sanitization standards put into place for guest staterooms. We have a comprehensive inspection process for crew accommodations and crew public areas that ensure all standards are followed.

#### **While Ashore**

##### **How do you decide if it is safe for the ship to visit a destination?**

We will regularly monitor ports of call on our itineraries, with the intent to minimize the risk to our guests, our crew, and the communities we visit. We will make a determination based on several prerequisites, including the prevalence of COVID-19, access to vaccination and availability of testing at those destinations.

##### **Will I be required to purchase a Celebrity shore excursion while visiting ports of call?**

Requirements vary by port of call.

All **vaccinated** guests may go ashore on their own in ports where it's permitted. While in port, guests must comply with local guidelines.

Regardless of vaccination status, we highly recommend you choose shore excursions with Celebrity Cruises that follow the same health protocols we have on board. Most of our carefully selected experiences are outdoors, and you'll be encouraged to stay within your group. Buses will be at reduced capacity and will be sanitized frequently.

Please be aware that as destination conditions change, you may be required to go ashore on a shore excursion provided by Celebrity Cruises. This will help to keep you safe and healthy for the rest of your vacation.

##### **What is Celebrity's Shorex Policy?**

All **vaccinated** guests may go ashore on their own in ports where it's permitted.

Please be aware that as destination conditions change, you may be required to go ashore on a shore excursion provided by Celebrity Cruises. This will help to keep you safe and healthy for the rest of your vacation.





**Unvaccinated** guests and families with unvaccinated children may only go ashore on a shore excursion provided by Celebrity Cruises.

Country travel requirements:

- [US](#)
- [Athens](#)
- [Barcelona](#)
- [South Hampton – British Isles](#)
- [South Hampton – Spain & Canaries](#)

#### **What is the policy for unvaccinated children?**

If your children are **unvaccinated**, you're required to take a tour provided by Celebrity Cruises if you want to go ashore.

#### **GROUP BOOKINGS**

**Will groups be allowed to bring outside gifts or goods for stateroom deliveries? Additionally, are shipboard food and beverage items still available for stateroom delivery?**

Yes. Group members have the ability to arrange gifts to be delivered onboard, regardless of whether the item originated onboard or onshore. No outside food products will be accepted.

**Are the onboard conference centers still accessible to host group meetings and events?**

Absolutely. The onboard conference rooms are an ideal location for meetings and events. Additional sanitization measures will be introduced, including the changing of table linens daily and electrostatically spraying the center at the end of each day.

#### **CAPTAIN'S CLUB**

##### **Why are Captain's Club Benefits changing?**

Over the last year, we were presented with a rare opportunity to pause, step back, and assess all aspects of our vacation experience. This resulted in exciting refinements including reimagined cruise packaging and enhancements to our Captain's Club program.

Seamless experiences have always been our goal, and we believe vacations should be effortless from the start. That's why every Celebrity cruise now includes drinks, Wi-Fi, and tips—with Always Included<sup>SM</sup>. We've also developed new ways to honor your well-deserved Captain's Club status, including new events and exclusive perks.

We also continue to work hard with our expert advisors, the Healthy Sail Panel, to develop new measures to keep you healthy at sea and we are adjusting parts of our Captain's Club program accordingly. As always, we're committed to providing you the incredible, luxurious Celebrity experience that you've come to expect from us.

##### **As a Select and above member, will I still have priority embarkation benefits?**

When we return to service, the embarkation process will be different. To manage the flow of guests and follow new health and safety protocols, guests will request a set arrival time in advance. More details of the embarkation process will be provided before you sail.

##### **How will processes related to the Captain's Club program be different?**



We'll be making minor adjustments to comply with new safety measures that still allow you to enjoy the perks of being a Captain's Club member. For example, certain events and spaces, like complimentary access to the Persian Garden for Elite members and above during port days and the Captain's Club Wine Tasting, will require an advance reservation to manage capacity. Elite members and above will be able to enjoy an exclusive and private breakfast in Tuscan Grille, now served a la carte instead of buffet style. And, Captain's Club host hours and location may change to manage the number of people gathering. These tweaks will be shared either pre-cruise or onboard during your sailing.

### **Will the Captain's Club member events onboard be changing? If so, how?**

Yes. New health and safety standards required us to rethink some of our event offerings, which gave us a chance to get creative. We've developed new experiences just for you, like reimagined welcome parties and a special event where you'll get to be the artist. Learn about these new events and all program changes at <https://www.celebritycruises.com/captains-club/program-changes>.

### **Will there be any changes to Zenith Benefits?**

In keeping with new health and safety standards, we'll be tightly managing venue capacities. As a result, Zenith access to the lounge at The Retreat® and Michael's Club will be limited to members staying in The Retreat until further notice. Our primary goal is to keep our guests and crew safe and healthy. Other benefits such as complimentary laundry, complimentary streaming Wi-Fi, complimentary premium beverage package and 25% off specialty dining will still be available.

The Top Cruiser on each sailing can now enjoy a complimentary dinner at a specialty dining restaurant, along with complimentary flowers and wine. This special guest will also now have the opportunity to take part in an interview with our cruise director that will air on in-stateroom televisions.

Members sailing after reaching 6K and 9K points will also receive a complimentary dinner in specialty dining.

Lastly, the Extend Your Stay program is suspended until further notice.

## **GALAPAGOS -**

### **Will the Galapagos be open to all markets to book, or is it only specific markets?**

Yes, all markets are able to book a Galapagos cruise.

### **Will guests be able to purchase cruise only?**

Yes, however, we highly recommend our all-inclusive pre and post packages.

### **Will guests be able to purchase tours? Or is it just the 7-night cruise available?**

Our Galapagos cruise offerings are all-inclusive, there are no additional tours available for purchase (other than our pre and post packages)