

# HARMONY OF THE SEAS®

## GET READY FOR ADVENTURE



### *Harmony of the Seas®* departing Barcelona

#### RETURN TO SERVICE FAQs

Updated July 7, 2021

##### Vaccine Requirement

- 1) ***Do my clients need a COVID-19 vaccine to cruise? What documents count as proof of vaccination? How far in advance do they need to get their vaccine?***

Vaccination requirements vary by port of departure and by age group. Below are the current published requirements for select ports. We are continually adding, monitoring and adjusting information on vaccination requirements as public health conditions evolve. Booked guests will be advised of the latest requirements for their port of departure before sailing.

For Cruises Departing from Barcelona, Spain

At this time, we are requiring guests 18 years and older to be fully vaccinated for COVID-19 at least 14 days before sailing on European cruises onboard for *Harmony of the Seas* from Barcelona, along with all crew members onboard for *Harmony of the Seas*.

We require guests of all ages to be fully vaccinated for COVID-19 on transatlantic sailings onboard *Harmony of the Seas* from Barcelona. Guests without proof of vaccination of a transatlantic sailing will not be permitted to sail.

We are requiring all guests to be fully vaccinated for COVID-19 at least 14 days before sailing. Vaccination requirements may vary by port. Communication will be sent to all booked guests within



30 days before setting sail, to share the latest requirements for each departure port. Any vaccine that is approved by a national or global public health agency will be accepted for sailing.

**2) What vaccines are accepted?**

Vaccines that are fully approved or authorized for emergency use by a national regulatory authority (such as the U.S. FDA), or global health organization (such as the World Health Organization) are accepted. 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 their departure country's requirements or consult our guest materials prior to sailing for these requirements.

**3) If vaccination is medically contraindicated because of a disability or pre-existing medical condition; if my clients are not vaccinated for religious reasons; or if they have recently recovered from COVID-19 and now not eligible to be vaccinated, who should they contact?**

Please have your clients contact our Access Department at (866) 592-7225 or send an email to [specialneeds@rccl.com](mailto:specialneeds@rccl.com) so that our team can guide them on what documents they will need to submit for consideration. They should contact our team as soon as possible and ideally no later than 30 days before their cruise departs. They can also have their local travel agent or International Representative contact us. Should they/you require it, our fax number is (954) 628-9622.

Please note that vaccine 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.

**4) My client participated in early COVID-19 vaccine trials and it has been more than a year since they were vaccinated. How long do we consider their vaccine good for? Do they need to get re-vaccinated to sail?**

Their original vaccine is still considered valid. At this time, there is no information from drug makers that participants in vaccine trials need to be re-vaccinated within any sort of timeframe. Those who participated in trials and fully completed the true vaccine cycle (not the placebo) should have received an original vaccination record document issued by their country's health authority (e.g., U.S. CDC's Vaccination Record Card), which should be presented at all necessary points in the pre-travel and arrival process.

**Testing Requirement**

**1) Will my client have to take a COVID-19 test before or during their cruise?**

For Cruises Departing from Barcelona, Spain  
Guest testing requirements for cruises departing from Barcelona, Spain vary depending on their age and vaccine status.

**FOR VACCINATED GUESTS:**

On boarding day, guests will take a rapid antigen test during check-in at the terminal. We'll send registration details via email before departure.

We will contact the guest via email approximately 14-18 days prior to sailing with instructions on how to register for the antigen test at the port. This will expedite the testing process at the port. Please ensure that they have provided us with their email address so we can share this important information.



A mid-cruise test will be required, as well as a final COVID-19 test before the end of the cruise. We'll provide additional details onboard about these tests.

**FOR UNVACCINATED GUESTS:**

Unvaccinated guests ages 12 to 17 years old, that are traveling from an area designated as high risk by Spain will need to arrange and take a COVID test at their own expense no more than 48 hours before arriving in Spain and present their negative result to the airport health control staff. This test is required by the Government of Spain to enter the country.

On boarding day, guests will take a rapid antigen test during check-in at the terminal. We'll send registration details via email before departure.

A final COVID-19 test before the end of the cruise. We'll provide additional details onboard about these tests.

**Travel Documents**

**1) *What completed travel documents do my clients need to board the ship? Are there other important requirements to prepare for boarding day?***

Travel document requirements vary based on their country of citizenship and their port of departure. Be sure to check on their own country's departure and re-entry requirements before traveling. Booked guests will be advised of the latest requirements for their port of departure before sailing.

Guests sailing from Barcelona, Spain will need to have the following documents when arriving to board the ship.

- **Proof of Vaccinations:** Royal Caribbean requires guests age 18 years and older to be fully vaccinated. Upon arrival at the port, vaccinated guests must display proof of vaccination - acceptable proof of vaccination must be in the form of the original vaccination record document issued by the country's health authority or healthcare provider that administered the vaccination. The vaccination record submitted must show that the guest is fully vaccinated — this means that the guest has completed the full cycle of required doses for the vaccine administered (e.g., received the second dose in a two-dose series) and that the guest has received the final dose at least 14 days before arriving at their cruise departure terminal in Barcelona.
- **Antigen Test Result:** All guests age 2 years and older— including those who have been vaccinated — will need to take a complimentary antigen test on arrival at the port and present the negative test result.
- **Passport/European ID Card:** Guests of all ages must have a passport valid for at least 6 months after the date of return to the guest's home country. EU Nationals may also present their European ID card.
- **Health Questionnaire:** Guests of all ages must complete the pre-cruise Health Questionnaire on the Royal Caribbean App the day before their clients board.
- **Visa:** should one be required to enter Spain and any of the ports of call included within the itinerary.

Please note that health protocols are expected to change over time. Guidance for other ports and sailings is still in development with federal, state, and local authorities. As the number of positive cases decline, more people are vaccinated, and different regions update their requirements – we'll continue to share our updated protocols.

**Mask Policies**

**1) *Will my clients have to wear a face mask onboard their cruise, and if so, exactly when and where? What counts as a face mask?***



Vaccination requirements vary by port of departure and age group. We are continually evaluating mask policy as public health standards and government regulations evolve. Booked guests will be advised of the latest requirements for their port of departure before sailing.

#### Mask Standards

Their mask should be at least two layers of tight weave fabric with loops that fit over their ears in accordance with health guidelines. The mask should fit their face closely and cover their nose and mouth but allow them to breathe easily. Note that neck gaiters, open chin bandanas and scarves, and face masks with valves do not meet health authority guidelines and will not be permitted.

For Cruises Departing from Barcelona, Spain & Limassol, Cyprus

For cruises departing Cyprus, see the onboard mask policy below. We are continually evaluating this policy against the latest public health standards and will advise booked guests of any changes.

All guests 6 years and older must wear a mask in all indoor and outdoor public spaces, unless seated and actively eating or drinking, or when seated by the pool. Masks are not permitted in the pool or for any activity where they could become wet.

#### **2) Do my clients need to wear a face mask while checking in for their cruise?**

Different ports of departure have different mask requirements. They should adhere to all local mask requirements as they travel to their cruise check-in, and throughout the boarding process, except in select instances when facial recognition technology is being used to identify.

#### **3) Do my clients have to wear a face mask at ports of call?**

When going into port, they should take care to observe all local mask ordinances that are in place. While on our shore excursions, requirements will vary, but we generally expect that they will be able to remove their mask in outdoor settings where they're able to maintain at least 6 feet (2 meters) of distance between their travel party and others. For tours that include indoor locations, we expect a mask will need to be worn by those guests age 2 and older. We are continually evaluating the mask policy and will make updates as public health standards evolve.

For Cruises Departing from Barcelona, Spain & Limassol, Cyprus

When going into port, please observe all local mask ordinances in place for the safety of our guests, crew, and locals in port. During shore excursions, their guide will advise when masks are required.

#### **4) If a mask is medically contraindicated because of my disability, who should they contact?**

Please contact our Access Department at (866) 592-7225 or send an e-mail to [special\\_needs@rccl.com](mailto:special_needs@rccl.com) so that our team can guide your client on what documents will need to be submitted for consideration. They should contact them as soon as possible and ideally no later than 30 days before their cruise departs. They can also have their local travel agent or International Representative contact us. Should they require it, our fax number is (954) 628-9622. Mask-accommodated guests will still need to meet local face-covering ordinances at embarkation ports, ports of call, and other destinations outside of Royal Caribbean's jurisdiction.

### **Boarding Day at Terminal**

#### **1) What happens if my client or someone from their traveling party has COVID-19 or communicable disease symptoms at the terminal? Will they be able to board the cruise?**

Should your client have a fever or other symptoms of illness at the terminal, this could result in a denial of boarding for them and those in their travel party. Therefore, we strongly encourage them to monitor their health in the days leading up to the cruise and cancel or change their plans if symptoms of illness should arise. Should they be denied boarding at the pier due to a positive





COVID-19 test, your client and their travel party may also be subject to any quarantine regulations or other travel restrictions that are in place locally for COVID-19 positive travelers.

**2) *If they're denied boarding at the pier or arrive late, can they 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.

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

Hand hygiene onboard 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've 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.

**Ship Protocols**

**1) *How is air circulated and filtered onboard? Is the air safe onboard a cruise ship?***

On Royal Caribbean 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 their stateroom and public spaces provide an extra layer of protection, continuously scrubbing the air of pathogens, using a highgrade MERV 13 filter that captures aerosols 1 to 3 microns in size with 90% efficacy — fine enough to filter cold and flu germs and coronavirus. An independent study by the University of Nebraska Medical Center and the National Strategic Research Institute onboard *Oasis of the Seas*<sup>®</sup> confirmed that cross-contamination of air between adjacent spaces is virtually impossible thanks to this powerful system.

**2) *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 they'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.

**3) *What are their health 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 their 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).

**4) How are 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.

**5) 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 Guest Safety Briefing. This patented system streamlines the traditional muster process, making the key elements of the safety drill available right on their 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 their own, they can complete the drill by visiting their 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.

**6) Where and when will physical distancing be required onboard? How will this be enforced?**

Physical distancing should be practiced throughout their vacation when in crowded areas. 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, theaters 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.

**7) How full will the ship be? Will there be fewer guests onboard than usual to promote physical distancing?**

Yes, as we return to sailing, your clients will find there are fewer guests onboard, giving traveling parties and others more space to enjoy during vacation. Everyone will get a chance to enjoy different activities in smaller groups with plenty of spacing. Note that the number of guests onboard may be adjusted in the future as situations evolve.

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

Reservations are strongly recommended and easy to make using the Royal Caribbean App once they are onboard. Making a prior reservation ensures they're able to secure a dining time of their 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 unless they have a linked reservation. If they'd like to dine with other parties during their cruise, they can easily link their bookings by calling us at 866-562-7625. We are continually evaluating these protocols and will make updates as public health standards evolve.

### **Crew Health & Wellness**

- 1) How are crew member areas and rooms cleaned? Are crew members expected to abide by similar policies as the guests? Will they be vaccinated and wearing personal protective equipment like masks?

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.



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

### **Guest Qualifiers & Conduct Policies**

#### **1) *What if the guest is not feeling well in the days leading up to their cruise?***

If your client feel ill in the days before their cruise, they should not travel, and should contact us to re-schedule their reservation. If they booked their cruise on or before July 31, 2021, they will be protected by the Cruise with Confidence program. Therefore, they can cancel for any reason, up to 48 hours before their sail date, and receive a 100% Future Cruise Credit. Keep in mind they will likely need to undergo a test for COVID-19 at their arrival airport, or during the check-in process before boarding. A positive test result, or documented symptoms of communicable disease during the boarding process, will result in denial of boarding. However, they should be aware that they and their travel party may also be subject to any quarantine regulations or other travel restrictions that are in place locally for COVID-19 positive travelers.

#### **2) *Does my client need to use the Royal Caribbean App to meet new safety policy***

requirements? What if they don't have a smartphone?

We strongly advise that all guests download and use the Royal Caribbean 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 all guests download and use the App immediately after cruise booking to achieve the smoothest experience and avoid possible delays.

#### **3) *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 COVID-19 (coronavirus). Guests of any age with certain underlying medical conditions may also be at an increased risk of developing 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.

#### **4) *Will they 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 their inability to participate in tours and shoreside experiences.

#### **5) *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 them or someone in their traveling party a "close contact" of another guest if they 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 they are found to meet this contact threshold, certain actions may be required for their safety and the safety of their fellow guests.

**6) 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.

**7) How do you enforce new health protocols? What are the consequences of not following new health & safety conduct rules?**

Our safety ambassadors onboard will enforce Guest Health, Safety, and Conduct Policy as well as our Refusal to Transport Policy. Shoreside, our safety ambassador teams will work with local authorities to enforce both our Guest Health, Safety, and Conduct Policy and any applicable laws. Failure to follow any of our policies or any applicable laws may result in enforcement action, up to and including denial of boarding or removal from our vessels.

**Barcelona, Spain: More to Know**

**1) Is further documentation required to disembark at Barcelona, Spain?**

For Cruises Departing from Barcelona, Spain

All guests may be required to complete a passenger locator form prior to debarking the cruise in Barcelona, Spain. Additional details will be provided onboard.

Many countries now require guests to complete a passenger locator form before traveling home. Please check their local government requirements before travel.

**2) What is the EU Digital Covid Certificate and how do they obtain one?**

The EU Digital COVID Certificate is issued to residents of the EU and is proof (in digital or paper format) that a person has either:

- Been vaccinated against COVID-19;
- Received a negative test result; or
- Recovered from COVID-19 in the last 6 months

National authorities are responsible for issuing the certificate. It may be issued, for example, by hospitals, testing centers or health authorities.

The digital version can be stored on a mobile device. Citizens can also request a paper version. Both will have a QR code containing essential information, as well as a digital seal to ensure that the certificate is authentic.

For more information you can consult the European Union (EU) website.

**3) If my client doesn't have the EU Digital COVID Certificate, can they still travel to Spain, with the origin of my their being a risk country/area of the European Union or a third country?**





Yes, if they meet the requirements to enter Spain, they may travel, presenting a document/certificate certifying vaccination against COVID-19, a negative diagnostic test or recovery against COVID-19, according to the provisions of current legislation relative to the health controls to be carried out at the points of entry into Spain.

This certificate or supporting document (vaccination, diagnostic test, recovery) must be the original; it must be written in Spanish, English, French or German and may be submitted in paper or electronic format. Any such document shall contain at least the following information: Traveler's name and surnames, personal identification number used to obtain SpTH QR.

For additional information please visit the Spain Travel Health Website.

**4) Does my client require any specific documentation to enter Spain from another country?**

Guests of all ages entering Spain from other countries must complete the Spanish FCS (health control) form before travelling to Spain. They can complete this using the Spain Health app or by using the link here.

With this they will obtain the QR code that they will have to show (paper or on mobile phone) to the airline before boarding and at the health control upon arrival in Spain.

If they sign the form from the app it will appear in the "My Trips" section, and they will also receive an email that they can print.

**REMEMBER:** If they come from a country/area considered of risk, they must bring with them one of the certifying certificates/documents, listed below.

EU Digital COVID Certificate issued by a member state of the European Union. It may contain one or more of the following supporting documents of a person:

Has been vaccinated against COVID-19, with full vaccination schedule, at least 14 days prior to arrival in Spain.

Has had a diagnostic test, within 48 hours prior to arrival in Spain (NAAT (nucleic acid amplification test, e.g. RT-PCR, RT-LAMP, TMA) / RAT (rapid antigen test)), with negative result.

Has recovered from COVID-19, after the disease has passed, provided that more than 11 days have elapsed since the first positive NAAT test was performed, and shall be valid for up to 180 days thereafter.

**NON-EU CERTIFICATE, THIRD COUNTRIES:** it is any of the supporting documents listed above, but issued by non-EU countries, in a format readable by airport health control staff.

Children under 12 years of age are not required to present these certificates or supporting documents. Guests living in Spain are not required to complete this form.

