



Jewel of the Seas departing Cyprus

RETURN TO SERVICE FAQs

Updated July 20, 2021

**Subject to Change*

Vaccine Requirement

1. Will all crew be vaccinated?

Yes. All crew onboard will be fully vaccinated prior to sailing.

2. Do I need a COVID-19 vaccine to cruise? How far in advance do I need to get my vaccine??

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

If a guest younger than the age requirement is fully vaccinated, they should bring their original vaccination record card to board and should follow all vaccinated guest protocols while boarding and throughout their vacation.

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

Please contact our Access Department at (866) 592-7225 or send an email to special_needs@rccl.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.

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. Unvaccinated guests sailing from Nassau, Bahamas should note that the Bahamas Health Visa, required of all travelers entering the country, outlines different requirements for vaccinated and unvaccinated visitors — unvaccinated guests will need to meet these unique requirements to enter the country.

4. What vaccines are accepted for sailing?

Any vaccine that is approved by a national or global public health agency will be accepted for sailing.

Testing Requirement

1. To take a PCR test before my cruise, where should I go? Are there any considerations I need to take when finding the right test provider? How soon do I need results back and where do I submit the results?

Many health providers and chain drug stores, including Walgreens and CVS, now offer COVID-19 testing for work, travel and other reasons. Some things to keep in mind when scheduling your test:

- Confirm with your test provider that you are taking a “PCR test” or an “RT-PCR test” and not an antigen test.
- Make sure that you are familiar with the testing timeframe required for your specific port of departure.
- Make sure that your selected provider is able to provide your results in time for your travel. Note: if sailing from Nassau, unvaccinated travelers age 12 and older need to submit their test as part of the Bahamas Health Visa application process at least 48 hours before arriving in Nassau.
- Print out your test results if possible to facilitate easy access, as you may need to present them at various points

2. Will I have to take a COVID-19 test before or during my cruise?

Guest testing requirements for cruises departing Cyprus vary depending on your age and vaccine status.

Vaccinated Guests

- Vaccinated guests who hold a valid vaccination certificate from the public authorities of the countries listed here, will be able to travel to the Republic of Cyprus without the need for a test to enter the country.
- Random PCR test laboratory sampling may be carried out by the Ministry of Health in the Republic of Cyprus upon arrival at the airport.
- 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.
- All guests ages 2 years and above must take a complimentary SARS-CoV-2 test before disembarking the cruise. This result is required for re-entry into Cyprus and can also be used for re-entry into your home country if needed. If needed a complimentary onboard RT-PCR test can also be arranged for anyone that should require it to re-enter their country of residence.

Unvaccinated Guests will need to meet additional requirements to enter the country and board the ship:

- Before Boarding unvaccinated guests aged 12 to 17 years old, will need to arrange and take a PCR test at their own expense no more than 72 hours before arriving in Cyprus. This test is required by the Republic of Cyprus to enter the country.
- Depending on the country of residence categorization, guests may require additional testing on arrival at the airport in Cyprus at their own expense. Please review your country's entry requirements when traveling to Cyprus
- On boarding day, guests ages 2 years and above will take a rapid antigen test during check-in at the terminal. We'll send registration details via email before departure.



- All guests ages 2 years and above must take a complimentary SARS-CoV-2 test before disembarking the cruise. This result is required for re-entry into Cyprus and can also be used for re-entry into your home country if needed. If needed a complimentary onboard RT-PCR test can also be arranged for anyone that should require it to re-enter their country of residence.
- Unvaccinated guests that decide to extend their stay in Cyprus after the cruise or are residents of Cyprus may be required to take a test upon debark and in some instances may need to quarantine if the stay is longer than 3 nights, with a secondary PCR test at the end of quarantine. These requirements will depend on the categorization of Greece (as our port of call) by the Government of Cyprus.

3. Are any additional tests required if I extend my stay in Cyprus?

Vaccinated guests do not require any tests in Cyprus after the cruise.

Unvaccinated guests that decide to extend their stay in Cyprus after the cruise or live in Cyprus may be required to take a test upon debark and in some instances may need to quarantine if the stay is longer than 3 nights, with a secondary RT-PCR test at the end of quarantine. These requirements will depend on the categorization of Greece by the Government of Cyprus.

4. How do I arrange the antigen test for cruises from Cyprus?

We will contact you 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 you have provided us with your email address so we can share this important information with you.

5. I don't have a COVID-19 testing reference ID / can't find my email to register for my cruise from Cyprus. How can I get one?

All guests aged 2 years and above will require a COVID-19 test, which will be conducted at the port. We will email all guests their testing instructions approximately 14 - 18 days prior to sailing via email. If you haven't received an email or can't find your reference ID, please contact us at 866-562-7625.

Travel Requirements & Documents

1. What completed travel documents do I need to board the ship? Are there other important requirements to prepare for boarding day?

- **CYPRUS FLIGHT PASS:** Guests of all ages flying into Cyprus must complete the Cyprus Flight Pass within 48 hours of travel to Cyprus. Learn more about the Cyprus Flight Pass.
- **PROOF OF VACCINATION:** Royal Caribbean requires guests age 18 and older to be fully vaccinated. On arrival at the port vaccinated guests must display their vaccination status on their government approved App or with a vaccination certificate or letter from their health authority or general practitioner (GP).
- **PASSPORT / EUROPEAN ID CARD:** Guests of every age must have a passport valid for at least 6 months after the date you'll be returning to your country. EU Nationals may also present their European ID card.
- **HEALTH QUESTIONNAIRE:** Guests of every age must complete the pre-cruise Health Questionnaire on the Royal Caribbean App. It will become available in the app the day before you board.
- **VISA:** All guests must ensure they check their visa requirements for entering both the Republic of Cyprus and the ports of call included within the itinerary..

Travel requirements are fast evolving and vary depending which port and country you are sailing from. We will communicate with guests in the 30 days before you set sail, to share the latest requirements for your departure port.



Make sure you have downloaded the Royal Caribbean app, and updated the contact information in your app profile, so that we know how to reach you.

2. **What is the Cyprus Flight Pass and how do I apply?**

In order to support the containment of COVID-19 in Cyprus, all inbound passengers are required to present a 'flight pass' to fly prior to boarding. The requirements defined by the Ministry of Health are dependent on a number of factors about you and your visit.

To receive a CyprusFlightPass* each passenger will need to:

- Create an account
- Enter personal information
- Add your flight details
- Make legal declarations
- You may be required to provide evidence of a negative COVID-19 test

In the case of minors accompanied or unaccompanied passengers under the age of 18, the information will be provided, and the form will be completed and signed on behalf of the minors, by the custodian parent (s) or the adoptive parent (s) / legal guardian (s) / legal representative(s)

On successful completion of your application, you will receive a report including your CyprusFlightPass and all relevant information which you will be asked to present prior to boarding and on arrival at immigration.

Apply for your CyprusFlightPass within 48 hours before the commencement of your travel from the Country of Origin to the Republic of Cyprus.

3. **Do I need to complete a Passenger Locator Form (PLF) for Greece for cruises departing from Cyprus?**

No. Cruise ship passengers visiting Greece as a port of call are not required to complete the passenger locator form (PLF).

4. **Is further documentation required to disembark at Barcelona, Spain or Limassol, Cyprus**

All guests are required to complete a declaration form upon their return to Cyprus at the end of the cruise, additional information will be provided once onboard. Many countries now require guests to complete a passenger locator form before traveling home. Please check your local government requirements before travel.

Boarding Day At the Terminal

1. **What can I expect if I'm directed to complete secondary screening? What happens if I do not pass the secondary screening?**

A secondary screening may be required in certain circumstances. The guest will be directed to a location where the secondary screening will be conducted in a way that ensures guest privacy. During secondary screenings, trained third-party health care professionals will conduct additional evaluation either in person or virtually via telemedicine technology. Secondary screenings may consist of, but are not limited to, temperature screening(s), an in-depth medical history interview, and vital signs measurements. After conducting the secondary screening and based on the recommendation of these health care professionals, guests and their travel party may be denied boarding.



Mask Policies

1. Will I have to wear a face mask onboard the cruise, and if so, exactly when and where? What counts as a face mask?

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.

Mask Standards: Your mask should be at least two layers of tight weave fabric with loops that fit over your ears in accordance with health guidelines. The mask should fit your face closely and cover your nose and mouth but allow you 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.

2. Are masks required while visiting ports of call?

When going into port, you 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 you will be able to remove your mask in outdoor settings where you're able to maintain at least 6 feet (2 meters) of distance between your 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.

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, your guide will advise when masks are required.

3. If a mask is medically contraindicated because of my disability, who should I contact?

Please contact our Access Department at (866) 592-7225 or send an email to special_needs@rccl.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. 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.

Ports of Call Protocols

1. Is it required that guests book a shore excursion or are they free to get off on their own?

Travel parties with unvaccinated guests that wish to go ashore must purchase a local tour through Royal Caribbean, including parents traveling with unvaccinated children. We have worked with local tour operators to ensure they follow health and safety guidance that aligns with our Healthy Sail Panel recommendations. Shore Excursions are available at a variety of price points and may be purchased in advance on Cruise Planner or once onboard using the Royal Caribbean App. Entirely vaccinated traveling parties may visit the port freely. This policy is subject to change as we continue to evaluate circumstances around the globe.

2. What safety measures will be taken to keep tours safe, and how do you ensure the tour excursion operators at the destinations comply with all health and safety protocols?

We are working with tour operators in each port of call to ensure we can offer our guests a variety of tour choices that cover different interests, experience types, and price points. All tours offered by Royal Caribbean will follow



applicable laws and our established health and safety guidance. Any transportation between the ship and excursion sites will be properly sanitized with hospital-grade disinfectants and have spaced seating. To ensure that all tour operators comply with our guidance, we have established a team that works with each destination to review the processes of all suppliers and tour operators and ensure continued adherence.

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 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 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 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 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.

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.

4. What are your 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 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).

5. 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

6. Will you still require the guest safety briefing? 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 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, 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.

7. Where and when will physical distancing be required onboard? How will this be enforced?

Physical distancing should be practiced throughout your 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.

8. 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 travelling 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.

Guest Qualifiers & Conduct Policies

1. What if I am not feeling well in the days leading up to my cruise?

If you feel ill in the days before your cruise, you should not travel, and should contact us to re-schedule your reservation. If you booked your cruise on or before July 31, 2021, you will be protected by the Cruise with Confidence policy. Therefore, you can cancel for any reason, up to 48 hours before your sail date, and receive a 100% Future Cruise Credit. Keep in mind you will likely need to undergo a test for COVID-19 at your 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, you should be aware that you and your 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. Do I need to use the Royal Caribbean 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 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. 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.

4. 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.

5. 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.

6. 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.

