

FREQUENTLY ASKED QUESTIONS

SUMMER 2021 CRUISES



VISION OF THE SEAS SAILING FROM BERMUDA

Vaccine Requirement (Guests)	Vaccine Requirement (Crew)	Pre-Arrival PCR Test	Health Acknowledgement	Health Visa
✓	✓	✓	✓	✓

Documentation Checklist: Passport | Health Visa | Proof of COVID Vaccination | Negative PCR Test Results

GENERAL INFORMATION & BOARDING DAY PREPAREDNESS

1. What is the planned itinerary for *Vision of the Seas*?

Offering roundtrip 7-night sailings from Bermuda, *Vision of the Seas* will visit Perfect Day at CocoCay in The Bahamas, as well as an overnight in Bermuda.

2. When will *Vision of the Seas* begin homeporting in Bermuda?

In just a few short months, *Vision of the Seas* will make her way to Bermuda, offering a summer season between June through August 2021.

3. Who is eligible to book *Vision of the Seas*' new Bermuda itineraries?

Guests of all nationalities and residencies are eligible to book. We are excited to welcome vacationers from around the globe.

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

Travel requirements are fast evolving and vary depending on the port and country of departure. Communication will be sent to all booked guests in the 30 days before setting sail, to share the latest requirements for each departure port. Be sure to download the Royal Caribbean app, and update the contact information within the app profile, so that we know how to reach each guest.

At this time, we expect each guest will need to provide the following:

- For guests 18 years of age and older, proof of being fully vaccinated for COVID-19

- Proof of a negative SARS-CoV-2 RT-PCR test result for entry into the country where you are sailing from (age requirements vary by jurisdiction)
- Completed Royal Caribbean Health Questionnaire, available in the app 24 hours before sailing
- Typical travel documents, including passport or any visas as required by the departure country

5. Besides a positive test result, are there any other reasons that a guest would not be able to board the ship?

Our Refusal to Transport Policy, which includes a non-exhaustive list of reasons why a guest may be denied boarding, can be found at [<https://www.royalcaribbean.com/content/dam/royal/resources/pdf/refusal-to-transport.pdf>]

Some examples include, but are not limited to:

- Prior to boarding, or at any time during the voyage, failure to comply with our safety and health policies
- Failure to provide evidence of being fully vaccinated for COVID-19
- Failure to provide truthful answers to our health questionnaire
- Evidencing COVID-like symptoms, including but not limited to temperature readings that equal or exceed 100.4 degrees Fahrenheit

6. Do I need a COVID-19 vaccine to cruise? What documents count as proof of vaccination? How far in advance do I need to get my vaccine?

At this time, guests 18 years and older are required to be fully vaccinated for COVID-19, along with all crew members onboard. Each guest must submit proof of vaccination no later than boarding day, in the form of the original vaccination record document issued by either (1) the country's health authority that administered the vaccination (e.g., U.S. CDC's Vaccination Record Card) or (2) the guest's medical provider that administered the vaccination. Electronic vaccination records will only be accepted for residents of those countries where electronic documentation is the standard issued form (e.g., a unique QR code). The vaccination record submitted to Royal Caribbean 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 the sailing date. All guests must present proof of vaccination as well as all required travel documents upon arrival at the ship terminal.

At this time, our guest vaccination requirements apply to sailings departing from Bermuda. We continue to work with local health authorities and our Healthy Sail Panel on the necessary protocols for all other sailings and will keep guests informed of any changes.

7. What costs are covered if a guest tests positive for SARS-CoV-2 during the cruise?

If a guest who followed our protocols tests positive during his/her cruise and is required to quarantine onboard, is removed from the ship mid-cruise or denied reboarding as a result, the impacted guest will receive a full refund. Additionally, Royal Caribbean will cover the cost of onboard medical treatment and any required land-based quarantine for that guest and will arrange and pay any additional costs incurred by the guests for safe travel home.

8. Where can the updated Guest Health, Safety and Conduct Policy and the Refusal to Transport Policy be located?

You can find the complete and up-to-date Guest Health, Safety, and Conduct Policy click: [<https://www.royalcaribbean.com/content/dam/royal/resources/pdf/guest-conduct-policy.pdf>]

To see the complete updated Refusal to Transport policy, click: [<https://www.royalcaribbean.com/content/dam/royal/resources/pdf/refusal-to-transport.pdf>]

9. Is it required that guests use the Royal Caribbean App to meet new safety policy requirements? What if a smartphone isn't accessible?

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 booking a cruise to achieve the smoothest experience and avoid possible delays.

10. 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 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.

11. Will a COVID-19 waiver or other legal agreement be required prior to boarding 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 the guest's inability to participate in tours and shoreside experiences.

12. Why are guests now asked to complete a health acknowledgment? What if guests choose not to acknowledge the policy?

Over recent months, Royal Caribbean has analyzed every aspect of the cruise experience and, with the help of the experts on the Healthy Sail Panel, have implemented the most effective, scientifically-sound ways to make cruising healthier and safer for guests, crew, and the communities we visit. As a result of these efforts, the health acknowledgment requirements are an added step to ensure the safety of all onboard, while also providing transparency of the risks posed by COVID-19 to our guests. Any guest opting not to acknowledge the health policy, unfortunately, will be unable to sail with Royal Caribbean Group.

13. 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 travel party a "close contact" of another guest if you were within 6 feet (2 meters) of someone infected with COVID-19 for a cumulative total of 15 minutes or more over a 24-hour period. If you are found to meet this contact threshold, certain actions may be required for your safety and the safety of your fellow guests.

14. 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.

15. If a vaccination is medically contraindicated because of a disability, how is this handled?

Guests unable to comply with safety requirements due to medical disabilities should contact Royal Caribbean's Access Department at (866) 592-7225 or send an e-mail to special_needs@rccl.com. Should you require it, our fax number is (954)628-9622. If desired, travel partners may contact us on their guest's behalf.

16. What happens to the paid cruise fare if a guest tests positive for SARS-CoV-2 before the cruise and am unable to join?

A full refund will be processed for the individual who tested positive within two weeks of the sail date, as well as any members of his/her immediate traveling party who chose to cancel.

17. After reading the new health policies and procedures, a guest is no longer interested in cruising. What are his/her options?

We're sorry to hear that this is the case. If the booking was made on or before May 31, 2021, it qualifies for the Cruise with Confidence program, meaning that the guest can opt to cancel up to 48-hours prior to the sail date and receive a 100% Future Cruise Credit to be used at a later date.

18. Do I need to book my client's airfare through Royal Caribbean's Air2Sea program, or can my client book independently?

You are always welcome to book your client's air accommodations on your own, though there are various advantages to booking through the Royal Caribbean Air2Sea program. Royal Caribbean consistently secures seats on existing flights across various carriers in order to ensure your clients always have options. Additionally, when booking air with Royal Caribbean, your clients automatically receive the benefits included as part of the Air2Sea program, such as the lowest airfare guaranteed, 24/7 support, flight disruption protection and flights that are all compatible with your cruise.

19. Given the close proximity of *Vision of the Seas*' summer season, will the final payment due date be adjusted?

At this time, the final payment deadline will remain unchanged, requiring full payment at 90 days prior to sailing.

TERMINAL EXPERIENCE

20. Will a SARS-CoV-2 test be required for all guests prior to cruising?

Travel requirements are fast evolving and vary depending on the port and country of departure. It is likely that a rapid polymerase chain reaction (RT-PCR) test for SARS-CoV-2 will be required prior to boarding and obtain a negative result. Royal Caribbean will update booked guests via email and text message, in the 30 days prior to sailing, to reinforce the latest requirements for the designated departure port. Be sure to download the Royal Caribbean app, and update the contact information within the app profile, so that we know how to reach each guest.

21. What happens if a guest has COVID-19 or communicable disease symptoms at the terminal? Will boarding be permitted? If denied boarding at the pier, will a refund be administered?

Should a fever or other symptoms of illness be apparent while at the terminal, this could result in a denial of boarding for the ill guest, as well as those in his/her traveling party. Given this, we strongly encourage all guests to monitor their health in the days leading up to the cruise and cancel or change plans if symptoms of illness should arise. Should boarding be denied at the terminal due to a positive SARS-CoV-2 test, and/or because active communicable disease symptoms are demonstrated, the affected guest and his/her travel party will receive a full refund.

22. Can a guest join the ship at a future port-of-call if he/she was denied boarding or arrived at the terminal late?

No. Due to specific boarding day procedures required to evaluate the health of everyone onboard, joining a cruise downline once the sailing has embarked is not allowed.

23. Will a separate check-in and lounge area be available for Suite guests?

Yes. A separate check-in flow and lounge area in the terminals will remain available for Suite guests.

24. How long will it take to board the ship, when taking the new processes and protocols into consideration?

With fewer guests, staggered arrival appointments, and the ability to complete necessary steps via the Royal Caribbean App before arriving, we don't anticipate that the embarkation process will take much longer than is typically required.

25. Are there any new luggage recommendations or restrictions?

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

26. What if a guest is not feeling well in the days leading up to his/her cruise?

If feeling ill leading up to the cruise departure date, it's recommended that the guest not travel, and, in turn, contact us to re-schedule his/her reservation. If the cruise reservation was booked on or before May 31, 2021, our Cruise with Confidence program allows guests to cancel for any reason up to 48 hours prior to the sail date and receive a 100% Future Cruise Credit. Keep in mind that guests will likely be asked to undergo a rapid antigen test for SARS-CoV-2 at the arrival airport, or at the terminal before boarding. A positive test result, or documented symptoms of communicable disease during the boarding process, will result in the denial of boarding.

ONBOARD EXPERIENCE

27. 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 0.3 to 1 micron 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 onboard Oasis of the Seas confirmed that cross-contamination of air between adjacent spaces is virtually impossible thanks to this powerful system.

28. Will hand sanitizer be provided in staterooms and around the ship?

The number of hand sanitizer stations onboard have been increased by 75% and are located near elevators, at exits and entrances to all venues, plus anywhere onboard that doesn't have handwashing stations or restroom sinks in the immediate vicinity. Additionally, a new bottle of hand sanitizer will also be provided in all staterooms on embarkation day.

29. What measures are being taken to encourage guest hygiene?

Hand washing onboard has always been a priority and is a proven way of protecting the health and safety of our guests and crew. Numerous cleansing stations and hand sanitizer kiosks are located throughout the ship. Now we've enhanced such efforts by increasing the number of Purell sanitizer stations around the ship by 75% and introducing Purell sanitizer wipe stations in high-touch areas.

30. What are the cleaning and sanitization standards fleetwide? How is the crew trained to implement 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).

31. How are linens and towels cleaned to ensure sanitization?

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.

32. How are crew member areas and crew staterooms cleaned? Are crew members expected to abide by the same policies as 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. A comprehensive inspection process is in place for crew accommodations and public areas to ensure full compliance.

33. What safety measures are being introduced to the onboard NextCruise office? Will the process to reserve a future cruise change?

The NextCruise office will adhere to the same guidelines instilled throughout the vessel. Appropriate physical distancing will be enforced, with floor markings present to assist with spacing. Crowd control will be managed by appointments, reduced in-office capacity, limited in-stateroom phone consultations and in-app deposit enhancements. Workstations will be sanitized between appointments with disinfecting cleaning agents and techniques that have been certified by health authorities.

34. Are there any experiences or venues that are closed?

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

35. Is the guest safety muster drill still a requirement for all guests? What changes can be expected to conduct in a safe manner?

Muster drills are an important part of ensuring guest safety throughout the cruise vacation. This process has been reimagined, introducing an entirely new approach called Guest Safety Briefing. This patented system streamlines the traditional muster process, making the key elements of the safety drill available right via a 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, guests will complete the drill by visiting the 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.

36. Will room service still be available?

Yes. For convenience, room service will be available and, as an added measure to protect the health and safety of our guests and crew, will feature contactless delivery. Additionally, between 6 a.m. and 11 a.m., guests can enjoy daily American breakfast delivered free of charge.

37. Currently, the U.S. and Canada require proof of a negative COVID-19 test result for those arriving by international air. Will Royal Caribbean administer the required re-entry test? Who pays for it?

Royal Caribbean will administer COVID-19 testing onboard the ship, and cover the related cost, should it be required for re-entry into the United States and Canada. The test will be administered just before the end of the cruise, and guests will be provided a copy of their test result. Current U.S. and Canada requirements stipulate that returning international travelers must get tested no more than 3 days before re-entering. Therefore, cruise guests should plan to fly home within 24 hours of departing the ship, for the test result to be within the valid window. Otherwise, guests re-entering the U.S. and Canada at a later date will need to secure their own test, at their expense, closer to their re-entry date.

We are continually evaluating these protocols and will make updates as government requirements, Healthy Sail Panel guidance, and public health standards evolve. Booked guests will be advised of the latest requirements within 30 days of sailing.

MEDICAL CARE ONBOARD

38. Will compensation be provided to all guests if an early return is prompted by confirmed SARS-CoV-2 cases onboard?

In the event that a cruise must return to the port of departure earlier than planned for reasons related to SARS-CoV-2, guests will receive a refund or Future Cruise Credit (FCC) of up to 100%. The amount of the refund or FCC will depend on the circumstances and the number of cruise days missed.

39. What steps are administered in the event that a guest or crew member feel unwell during a voyage? Is PCR / SAR-CoV-2 testing available onboard?

If a guest or crew member feels unwell, he/she can be evaluated immediately by medical staff, with an in-stateroom visit or by video tele-consultation. Rapid SARS-CoV-2 tests can be conducted onboard in the medical lab, allowing for prompt, accurate onsite RT-PCR testing with results in under an hour, alongside a multitude of other evaluative tests/measures. This is one-of-many enhanced capabilities of our Medical facility where more doctors and nurses have been added, equipment

upgraded, and a dedicated Controlled Care Center to help contain infectious guests or crew while care is administered, away from general medical areas.

40. What is the response plan for a positive SARS-CoV-2 test onboard?

In the event that a guest or crew member tests positive for SARS-CoV-2 onboard, a robust, tiered response plan will be activated and is in accordance with guidance from local authorities and leading public health experts. The tiers increase protocols and vigilance onboard, while providing transparent correspondence to guests throughout the process. In partnership with local authorities, Royal Caribbean has developed transport protocols to ensure impacted guests get home safely. Thanks to rapid technology-enabled contact tracing, potential exposure to other guests and crew can be promptly identified and an action plan enabled.

41. If a guest is moved to isolation, what care and amenities will be available?

A guest that tests positive for SARS-CoV-2 will be moved to an isolation stateroom located close to the Medical Center and will enjoy complimentary amenities such as Wifi and room service, along with regular visits or tele-consultations with medical staff to monitor his/her wellness.

42. How is the medical center equipped to handle a possible COVID-19 case? What medical services are offered onboard the ship for the evaluation and treatment of COVID-19?

If a guest feels ill, he/she should report the need for immediate medical attention by phone to the nurse on duty. The medical team will evaluate the guest in the comfort and privacy of his/her stateroom, by an in-person visit or by video tele-consultation, to determine if a SARS-CoV-2 test is necessary. The 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 infectious guests or crew can be cared for away from general medical areas, and more critical care beds on each ship.

43. 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 as a recommendation of the onboard medical team is free of charge, as well as COVID-19-related medical treatment provided while onboard, should additional treatment be necessary.

DESTINATION EXCELLENCE: PERFECT DAY AT COCOCAY

44. How often are the spaces at Perfect Day at CocoCay cleaned / sanitized? What techniques and products are being used? And how will Perfect Day at CocoCay cabanas be cleaned/sanitized between guest usage?

The same standards of enhanced cleaning and sanitization protocols that we've implemented onboard are also in place at our private destination, Perfect Day at CocoCay. Public areas are cleaned frequently and consistently using alcohol-based, scentless, EPA-certified chemicals that are safe for use around the general public. All chemicals used for disinfection are on the EPA's list for use against SARS-CoV-2. Our protocols account for all public spaces, with high-traffic and frequently touched areas cleaned every two hours and handrails every 20 to 30 minutes during busy times. Cabanas are also cleaned and disinfected after each party with EPA-certified chemicals as well as electrostatic foggers to help ensure surface coverage. Cleaning standards will be upheld

through frequent inspections. Crew will have mandatory, ongoing training that is documented to ensure that the latest protocols are being followed.

45. Do crew living on the island undergo the same health screenings as onboard crew members?

Yes, crew members living and working at our private destination Perfect Day at CocoCay undergo the same regular health screening processes as those onboard our ships.

GROUP BUSINESS & ONBOARD EVENTS

46. Can group leaders or other members of a group request early boarding?

At this time, early boarding has been discontinued to allot ample time for ship sanitization between sailings. If this is a requirement for the group, such guests should confirm a stateroom on the previous cruise and plan to sail on consecutive departures.

47. Are groups able to bring materials and equipment onboard for use during the cruise?

Yes. Groups should plan to pre-ship all materials and equipment in advance of the cruise via an approved shipping/delivery company. Hand-held materials, supplies, or equipment brought to the terminal on boarding day will not be cleared to bring onboard the vessel.

48. Can accommodations be made at the terminal to support the check-in process for an entire group?

Enhanced protocols require the selection of designated arrival appointments during the online check-in process and, thus, staggered arrival to the terminal will be enforced.

49. Are hospitality / registration desks still permitted?

Hospitality desks in the terminal have been discontinued as space restrictions hinder the ability to properly distance from others. Onboard hospitality/registration desks are permitted but arrangements must be confirmed in advance of the cruise with a designated location assigned to the group. Tables will be positioned 6 feet apart with only one (1) chair permitted at each. Hand-outs such as welcome packets, agendas, lanyards, etc. can be distributed.

50. 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. Outside gifts/goods brought onboard must be sealed properly in a plastic bag which can be sanitized prior to delivery. No outside food products will be accepted.

51. Is My Time Dining an option for group guests?

No. My Time Dining is ineligible to groups, requiring that a traditional dining time be selected.

52. 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 elimination of table linens, the disinfecting of tables and chairs, the discontinuation of self-serve food items, the appropriate

spacing of seat/table placement to ensure physical distancing, and the implementation of intense cleaning measures when preparing the room for new groups.

53. What are the cleaning protocols for borrowed equipment such as presentation clickers, pointers, microphones, etc?

AV equipment will be sanitized between meetings. Sanitation wipes will be provided for instances where an item(s) is passed from one speaker to the next. Borrowing shipboard equipment requires preapproval and applicable tech fees may apply.

NOTICE: For U.S. cruises and guests: Prior to booking, please consult all applicable U.S. Centers for Disease Control travel advisories, warnings, or recommendations relating to cruise travel, available at www.cdc.gov/travel/notices. If a certain threshold level of COVID-19 is detected onboard your cruise ship during your voyage, your voyage will be ended immediately and the ship will return to the port of embarkation, and your subsequent travel, including your return home, may be restricted or delayed. For cruises and guests worldwide: Health and safety protocols, guest conduct rules, as well as regional travel restrictions and clearance to visit ports of call, are subject to change without notice based on ongoing evaluation, public health standards, and government requirements. Onboard and destination experiences, features, itineraries and guest conduct rules vary by ship and destination and are subject to change without notice.