



REFUSAL TO TRANSPORT POLICY ROYAL CARIBBEAN GROUP

(Last Updated: November 20, 2020)

This Refusal to Transport Policy (hereinafter referred to as the “Policy”) is intended to help ensure that all guests are able to participate in a safe, secure and enjoyable cruise vacation. This Policy provides a non-exhaustive list of grounds for, and seeks to clearly communicate the process by which Royal Caribbean International, Celebrity Cruises, Silversea Cruises and Azamara (collectively referred to herein as “Royal Caribbean Group,” the “Cruise Line(s),” “our,” “we” or “us”) may: (i) refuse to transport a guest; and (ii) may remove a guest from any vessel or other modes of transportation or accommodation, including our private destinations.

The terms of this Policy are valid from the date shown above, and will remain in full force until we choose, in our sole discretion, to update or modify all or part of the Policy. Updates or the modifications to the Policy may be made and shall be effective without publication, although we will endeavor to post any updates or modifications to the Policy in a timely manner and to a publicly accessible forum, including but not limited the various Royal Caribbean Group websites or mobile phone applications.

GUEST EXHIBITING SYMPTOMS OF COMMUNICABLE DISEASE (E.G. COVID-19) OR GUESTS WHOSE HEALTH SCREENING RESULTS LEAD US TO BELIEVE THEY MAY PRESENTLY BE CARRIERS OF COMMUNICABLE DISEASE MAY BE DENIED BOARDING. ADDITIONALLY, GUESTS WHO ARE CLOSE CONTACTS OF ANY PERSON (INCLUDING OTHER GUESTS OR CREW) WHO IS CONFIRMED OR SUSPECTED OF HAVING CONTRACTED ANY COMMUNICABLE DISEASE MAY BE DENIED BOARDING.

PLEASE NOTE THAT WHEN WE UNDERTAKE TO REFUSE TO TRANSPORT AND/OR REMOVE A MINOR FROM A VESSEL, THE REFUSAL TO TRANSPORT AND OUR REMOVAL AUTHORITY SHALL EXTEND TO BOTH THE MINOR AND ALL ADULTS RESPONSIBLE FOR SUPERVISING THE MINOR.

THIS POLICY IS SUBJECT TO THE CAPTAIN’S OVERRIDING AUTHORITY UNDER NATIONAL OR INTERNATIONAL LAW TO MAKE AND EXECUTE DECISIONS WHICH, IN THE CAPTAIN’S SOLE PROFESSIONAL JUDGEMENT, ARE NECESSARY TO MAINTAIN THE SAFETY AND SECURITY OF THE SHIP.

Enforcement of this Policy

Should we refuse to transport a guest or remove a guest from a vessel or other modes of transportation or accommodation, including our private destinations, such action may be accompanied by one or more of the following enforcement measures:

- Enforcement action by security personnel, other management personnel, or law enforcement;
- Reporting to the competent government and law enforcement authorities;
- Removal of certain onboard privileges, which may include being detained, quarantined or confined in a stateroom or holding cell;
- Confiscation of illegal, contraband or prohibited items, which may, at our discretion, be turned over to law enforcement authorities;
- Denial of boarding or removal from the vessel; and/or
- Denial of boarding on any future Royal Caribbean Group cruise vacation.

OUR DECISION(S) TO REFUSE TO TRANSPORT A GUEST OR REMOVE A GUEST FROM OUR VESSEL, MODE OF TRANSPORTATION OR PRIVATE DESTINATION SHALL BE IN OUR SOLE DISCRETION, AND SHALL BE FINAL.

Consequences of Refusal to Transport or Removal

Guest is Responsible for Expenses Incident to Removal

Guests refused transport or removed from a Royal Caribbean Group ship are responsible for all expenses incident to the refusal to transport or removal, including but not limited to any accommodations and transportation. Any documentation requirements for re-entry into the guest's home country are also the responsibility of the guest.

Limited Recourse

To the maximum extent allowed by law, Guests removed from a vessel or otherwise refused transport pursuant to this Policy shall be limited to the recourse(s), if any, specified in the applicable Cruise Ticket Contract or booking terms.

NON-EXHAUSTIVE LISTING OF GROUNDS FOR REFUSAL TO TRANSPORT OR REMOVAL FROM VESSELS, OR PRIVATE DESTINATIONS

We may, in our sole discretion, refuse to transport any guest at any time and may remove any guest from our vessel or other modes of transportation or accommodation at any time (the "Refusal"), for any of the following reasons. These reasons are provided as representative examples, are non-exhaustive, and are not meant to limit: (a) our authority or ability to enforce this Policy, (b) the authority of the various applicable jurisdictions prior, during or after a voyage, or (c) the Captain's overriding authority pursuant to international law:

- 1. Government Request or Regulation.** Whenever Refusal is necessary to comply with any government regulations, directives, or instructions; or to comply with any governmental request for emergency transportation in connection with the national defense, or a government order or declaration of public emergency.
- 2. Failure to Comply with Law.** Refusal may be necessary when a guest fails or refuses to comply with any law, government order or regulation, including all applicable laws, governmental orders or regulations of the various countries visited by our vessel(s) during the voyage.
- 3. Force Majeure.** Whenever Refusal is necessary or advisable by reason of weather or other conditions beyond our control, whether actual, threatened, or reported, including, but without limitation: acts of God; epidemic or pandemic; concerns for the health, safety or security of the guest, other guests or crew; strikes; civil commotions; embargoes; wars; hostilities; disturbances; or any other force majeure events detailed in the applicable Cruise Ticket Contract.
- 4. Failure to Permit Search of Guest or Property.** Refusal may be necessary when a guest refuses to permit a search of his or her person or property for explosives, weapons, dangerous materials, or other stolen, illegal or prohibited items.
- 5. Failure to Produce Proof of Identity.** Refusal may be necessary when a guest declines or otherwise refuses to produce positive identification upon our request.

6. **Failure to Produce Necessary Travel Documents.** Refusal may be necessary when a guest will be traveling across any international boundary and: (1) the travel documents of such guest are not in order; or (2) such transportation would be unlawful.
7. **Failure to Comply with Cruise Line's Rules or Policies.** Refusal may be necessary if a guest fails or refuses to comply with any of our rules, policies or procedures including, but not limited to, Royal Caribbean Group's Guest Health, Safety and Conduct Policy, which is incorporated herein by reference.
8. **Failure to Comply with Crew Member Instructions.** Refusal may be warranted if a guest attempts to interfere with any member of the crew of the vessel in the pursuit of his or her duties, or fails to obey the instruction of the Captain or any member of the crew.
9. **Failure to Comply with Cruise Line's Cruise Ticket Contract.** Refusal may be necessary when we, in our sole discretion, determine that a guest may be in breach of any term of the applicable Cruise Ticket Contract, or when the guest's conduct or presence is in violation of any term of the applicable Cruise Ticket Contract. By way of non-limiting example, this includes, but is limited to, failure to meet the Cruise Ticket Contract requirements regarding minimum age for booking.
10. **Inappropriate Guest's Conduct.** Refusal may be warranted when we determine a guest's conduct to be disorderly, abusive or violent, or when a guest's behavior may be hazardous to himself/herself, the crew, or other guests.

Refusal may also be warranted if a guest attempts to sell or advertise products or services onboard or attempts to or engages in demonstrations, protests or other behavior onboard which, in the Cruise Line's sole opinion, is detrimental to the onboard atmosphere, the enjoyment of the cruise by other guests or is contrary to the rights or expectations of the Cruise Line, concessionaires or vendors onboard the vessel.
11. **Unsafe or Unhealth Guest Condition.** Refusal may be warranted if a guest is seriously ill or is determined by our Medical Staff or other qualified medical personnel to be unfit to travel.
12. **Previous Violations.** Refusals may be warranted when we determine, in our sole discretion, that a guest previously committed a violation of any of our policies, including but not limited to our Guest Health, Safety and Conduct Policy, on any of our previous voyages.
13. **General Grounds for Refusal:** Refusal may be warranted when we, in our sole discretion deem the Refusal to be in the best interest of: (a) any Cruise Line, (b) the guest's comfort, enjoyment, health, welfare or safety, (c) other guest's comfort, enjoyment, health, welfare or safety, (d) any of our employee's comfort, enjoyment, health, welfare or safety, (e) the prevention of damage to our property or the property of guests or employees.

No Conflict with Other Policies

No portion of this Policy shall be interpreted in a manner so as to conflict with any other policy adopted by us. Subject to the foregoing, our policies are to be taken as mutually explanatory of one another and, in the case of ambiguities or discrepancies within or between such parts, the same shall be explained and interpreted, if possible, in a manner which gives effect to each part and which avoids or minimizes conflicts among such parts.