

# Booking Conditions

## Fly cruise customers

Note: If you book a Royal Caribbean International flight and cruise with us, then you have peace of mind knowing that Royal Caribbean International will be fully responsible for your well being for the duration of your holiday with us.

### Cruise only customers

Note: If you book a Royal Caribbean International Cruise Only directly with us, then we will be fully responsible for the cruise only element of your booking subject to these booking conditions. If you book a Royal Caribbean International cruise-only holiday in conjunction with other services (such as flights, on-shore accommodation and/or ground transfers) which are arranged or provided by a travel agent or your operator ("travel organiser") with whom you book (and not us), your contract for your entire holiday including the cruise and all other such services and arrangements will be with your travel organiser and not with us. The travel organiser's own booking conditions (and with the exception of clause 5.13 (c)), not the following conditions) will apply to your contract. Please ensure you obtain a copy of these from your travel organiser before or at the time of booking. Please note, we do not have any liability to you in these circumstances. However, in the event we are found liable to you on any basis, our liability and/or obligations to you or your organiser will be no greater or different to the liability and obligations we have under these booking conditions to consumers who have a contract with us. In any such situation we will be fully entitled to rely on all defences, exclusions and limitations contained in the booking conditions set out below

## 1 Booking your holiday

### 1.1 How do I make a booking?

To book your chosen holiday, contact our Reservations Department on 0844 493 4006, or book online at [www.royalcaribbean.co.uk](http://www.royalcaribbean.co.uk) or visit one of our authorised travel agents. If booking through one of our authorised Travel Agents the first named person on the booking (who must be at least 21 – see 5.3) must complete and sign our booking form, for your agent to keep on file. For all bookings you must pay a deposit of £100 per person (or full payment if booking within 56 days of departure) at the time of booking. From June 1st 2009 onwards, all bookings created will pay a deposit of £150 per person (or full payment if booking within 56 days of departure). Your full name as it appears on your passport, as well as your date of birth, must be given at the time of reservation. Please note that any payment you make to us using a debit or credit card will be settled via a bank in the US, and therefore your card issuer may chose to apply a foreign settlement fee. Please refer to the terms and conditions of your debit or credit card for details.

### 1.2 How will my holiday be confirmed?

To book your chosen holiday is available and we have received your booking form (where applicable) and all appropriate payments, we will send our Confirmation Invoice to you (if booking direct) or your Travel Agent.

Please note: it may not be possible to confirm your flight details at this point. If so, these will be confirmed to you at a later date. A binding contract between us only comes into existence when we send out our Confirmation Invoice. A contract will exist at this point, even if we are unable to confirm your flight details at that time. This invoice will show the balance due on your holiday that still has to be paid and also your flight details (where applicable and/or available).

Please check all details are correct as soon as you receive your Confirmation Invoice, cruise documents, flight tickets and any other documents from your Travel Agent or us. If any details appear to be incorrect, you must inform your Travel Agent or our Reservations Department if booking direct within 14 days of us sending the document to your Travel Agent or you for all documents other than flight tickets and e-tickets and within 5 days for flight tickets and e-tickets.

Once your airline tickets have been issued, all ticket coupons must be used in sequence as originally booked. Any flight sector not utilised will invalidate the ticket and the rest of the itinerary will be automatically cancelled.

### 1.3 What information must I provide to you and why?

From time to time we may be required to pass on to US Immigration Authorities, airlines and/or possibly other authorised bodies certain personal and other details relating to our guests. You must provide the relevant details at the time of booking your cruise or no later than 70 days prior to your departure from the UK, whichever is the later. This information includes certain personal information, passport, emergency contact and insurance details. We will inform you at the time of booking, or as soon as we become aware, of the exact details required. We strongly recommend you visit our website at [www.royalcaribbean.co.uk](http://www.royalcaribbean.co.uk) and click on "Things to know" then "online check in" and submit these details online. Providing this information online and prior to your cruise will significantly speed up your check in process and will be able to board the ship sooner and avoid delays and queues at the cruise terminal. If you have not completed online check in, you will be required to complete this process at the pier two hours prior to the published sailing time. If you are unable to complete the online check-in process, this may be due to an outstanding balance on your booking. If you have booked via a travel agent, please speak to your travel agent so that the funds can be transferred to us to complete your online check-in.

Please note: all guests must be checked in and onboard the ship no later than 90 minutes prior to the published sailing time or they will not be permitted to sail. You will need to have your booking ID and date of sailing to hand or, if we have already received this information from you at the time of booking, verify that the details we are holding are complete and accurate. If you do not have access to the Internet, please see your Travel Agent or contact our Reservations Department if you have booked direct. They will advise you on how this information can be provided or verified. Our procedures may change and we will inform you of any changes at the time of booking or as soon as possible thereafter. If you fail to supply the details requested, both fully and accurately, you may not be permitted to board your cruise ship and/or outward and/or return flight. We will not accept any liability in this situation and we will not pay you any compensation or make any refunds. You will be responsible for your onward/return travel arrangements. If failure to have this information results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly. Please also see 'Advance Passenger Information' on page 125. Passengers arriving in the US will have a digital photograph taken, and have electronic finger prints taken. If you would like further information, please ask at the time of booking or contact the UK Passport Office or US Embassy, SYSTEM FOR TRAVEL AUTHORISATION (ESTA) ESTA is an automated system used to determine the eligibility of visitors to travel to the United States under the Visa Waiver Program (VWP) and whether such travel poses any law enforcement or security risk. To apply for authorisation to travel to the United States under the VWP, travellers will log on to the ESTA web-based system and complete an application online providing the biographical and eligibility information required on the paper I-94W form. To qualify for the ESTA authorisation process, please log on to the ESTA website at [www.esta.cbp.dhs.gov](http://www.esta.cbp.dhs.gov). The airlines will be ensuring that the ESTA information has been completed at check-in. For cruise check-in, our guests will need to bring a printed copy of their ESTA receipt and present this at the pier when checking in for a cruise that will call/finish at any U.S. port.

Please note that we cannot accept any responsibility if ESTA applications are rejected by the U.S. Department of Homeland Security (DHS). Any rejected ESTA applications will need to be referred to the Embassy of the United States to apply for a visa to travel to the United States.

### 1.4 When is the balance due?

Please note that we must receive the balance of the holiday cost no less than 57 days prior to departure. If you book within 56 days of departure, you must pay the total holiday cost at the time of booking. If we do not receive all monies due to us in full and on time (including any surcharge where applicable), we are entitled to assume you wish to cancel your holiday. In this case, you will have to pay cancellation charges as set out below (see 1.10). If you use your credit or debit card to pay us directly for your cruise, please be aware that we may process that transaction via a bank in the US and your card issuer may chose to charge you a foreign processing fee. We advise you to check the terms and conditions of such foreign transactions with your card issuer in advance of making a payment to us.

### 1.5 What happens to money paid to a Travel Agent?

Except for flight inclusive bookings, all monies you pay to one of our authorised Travel Agents for your holiday with us will be held by the agent on your behalf until we issue our Confirmation Invoice. After that point, your agent will hold the monies on our behalf. For flight inclusive bookings, all monies paid to such authorised agents for your holiday with us will be held on our behalf until they are paid to us or refunded to you.

### 1.6 What does the price include?

All prices quoted in this brochure are per person in UK Sterling and are based on two people sharing the specified stateroom. Some elements of your holiday will vary by itinerary. However, generally flight inclusive prices include the following where applicable: full board accommodation on board ship, entertainment\* on board ship; return international and connecting flights as per confirmation invoice; hotel accommodation as stated in the itinerary (room only basis unless otherwise stated), representatives at some overseas arrival airports on standard departure dates; and relevant taxes. Fly/cruise pricing as stated in the brochure is based on the lowest available UK departure airport, which may be a regional airport, at the time of going to print. Please contact our Reservations Department for further information. For cruise only guests, the cruise price includes full board, accommodation, entertainment\* on board ship and relevant taxes. For cruise only guests who book pre-cruise "Extend your Holiday" hotel accommodation, a transfer will be provided from the "Extend your Holiday" hotel to the pier. Transportation from the UK to the overseas arrival airport(s) and transfers to the "Extend your Holiday" hotel are not provided. On disembarkation day, transportation from the pier to the overseas departure airport(s) and flights to the UK are not provided. For cruise only passengers who book post-cruise "Extend Your Holiday" hotel accommodation, a transfer will be provided from the pier at the end of your cruise to the "Extend Your Holiday" hotel. Transportation from the UK to the overseas arrival airport and transfers to the pier are not provided. Transfers from the "Extend Your Holiday" hotel to the overseas departure airport and flights to the UK will not be provided. All holiday elements featured in this brochure are subject to availability at the time of booking. Unless otherwise agreed, the price does not include non UK departure taxes or airport improvement tax (on some itineraries this will have to be paid locally); shore excursions and personal expenses (for example, on board drinks, laundry charges, health and beauty treatments, hairdressing, telephone calls, etc.); hotel meals onshore (unless otherwise stated); transfers by any method if not travelling on the standard departure date(s); travel insurance; Service charges\*\*, i.e. tips or gratuities on board or ashore; anything else which is not specifically mentioned as being included in the price. \* A charge may be made for some entertainment activities on board.

The following Booking Conditions together with our General Information form the basis of your contract. All bookings are subject to these booking conditions. The parties to that contract are yourself and Royal Caribbean Cruises Ltd. of Miami, Florida ("RCCL"). With the exception of bookings for cruises on Brilliance of the Seas where your contract will be with RCCL (UK) Ltd (a subsidiary of RCCL) RCCL accepts legal responsibility for the proper performance of this contract as set out below. In these booking conditions, "you" and "your" means all persons named on a booking and "we", "us" and "ourselves" means RCCL unless the context clearly provides otherwise. Royal Caribbean Cruise Line A/S ("RCCL A/S") is a disclosed agent and subsidiary of RCCL and is located in the UK at Building 2, Aviator Park, Station Road, Addlestone, Surrey, KT15 2PG.

\*\* Service charge for onboard dining and stateroom staff will be automatically added if you declined to pre-pay this service at the time of booking.

Please note if you are taking consecutive cruises there may be some duplication with regard to onboard programmes, meals and entertainment.

We reserve the right to include a fuel surcharge when making a booking. The value of the supplement will be confirmed to you at the time of making a booking with us.

### 1.7 How do I obtain the lowest price per person?

The prices shown in this brochure show a "from" price. Fly/cruise pricing, as stated in the brochure, is based on the lowest fare available from a UK departure airport (which may be a regional airport) at the time of going to print. Please contact our Reservations Department, your travel agent or cruise specialist for further details. The "from" prices are calculated using the lowest stateroom category available, this pricing may not be available on all sail dates shown. The price will vary by ship, itinerary, sailing dates, stateroom category and departure airport if you purchase our fly/cruise package. Prices may change at any time, please contact your travel agent or our Reservations Department directly.

### 1.8 What is a 'Guarantee' (GTY) booking?

We may (at our discretion) offer you the option of making a 'Guarantee' (GTY) booking. This means you may book a stateroom of a guaranteed minimum category type, (specified by us prior to booking) on your chosen ship. However, the exact location of the stateroom on the ship will be allocated by us (at our discretion) and at any time up until checking in at the Port. Once your GTY stateroom has been allocated to you, we are unable to accept any changes requested by you. The benefits to you of a GTY stateroom are that after your booking has been confirmed, we may (at our discretion) upgrade your stateroom to one of a superior category to that originally booked at no extra charge to you. In any event, you are 'guaranteed' the minimum category of stateroom we agree to offer at the time of booking. If you have a specific requirement regarding your stateroom, or stateroom location, we suggest you do not book a GTY.

At times, we may offer promotional GTY offers. Such promotional GTY categories are defined as follows:

W - Deluxe Stateroom	Y - Outside Stateroom
Z - Interior Stateroom	X - Balcony Stateroom

Please note: If you book 2 or more cruises to be taken back to back and either one or all cruises are booked under a GTY basis, there is the possibility that you will be allocated different staterooms on each cruise, therefore necessitating the need to move between staterooms on the changeover day between your back to back cruises.

### 1.9 Will the price change?

We reserve the right to increase or decrease the prices of unsold holidays at any time. The price of your chosen holiday will be confirmed in accordance with clause 1.2 above. Once the price of your chosen holiday has been confirmed at the time of booking, then subject to the correction of errors, we will only increase or decrease the price in the following circumstances: Price increases or decreases after booking will be passed on by way of a surcharge or refund. A surcharge or refund (as applicable) will be payable, subject to the conditions set out in this clause. If transportation costs or dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at ports or airports increase or decrease or our costs increase or decrease as a result of any adverse or favourable changes in the exchange rates which have been used to calculate the cost of your holiday. Even in the above cases, only if the amount of the increase in our costs exceeds 2% of the total cost of your holiday (excluding any amendment charges), we will levy a surcharge. If any surcharge is greater than 10% of the cost of your holiday (excluding any amendment charges), you will be entitled to choose one of options (a), (b) and (c) as set out in clause 5.5. You have 14 days from the issue date printed on the surcharge invoice to tell us if you want to choose option (b) or (c) as set out in clause 5.5.

5.5. If you do not tell us that you wish to choose either of these options within this period of time, we are entitled to assume that you do not wish to do so and will pay the surcharge. Any surcharge must be paid with the balance of the cost of the holiday or within 14 days of the issue date printed on the surcharge invoice, whichever is the later. We promise not to levy a surcharge within 30 days of the start of your holiday. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your holiday travel due to contractual and other protection in place. A refund will only be payable if the decrease in our costs exceeds 2% as set out above. Where a refund is due, we will pay you the full amount of the decrease in our costs. We reserve the right to correct errors in both advertised and confirmed prices. We will do so as soon as we become aware of the error. Please note, changes and errors occasionally occur. You must check the price of your chosen holiday at the time of booking. Please note any changes you make to your booking may result in a change in price explained in clause 1.11 below.

### 1.10 If I have to cancel my cruise holiday, will I receive a refund?

If you or anybody travelling with you wishes to cancel either your/their holiday, you must contact your travel agent and give notice in writing using registered mail or e-mail to ensure safe receipt of the cancellation letter. The holiday will only be cancelled on the date we receive the written notice of cancellation. Generally if you cancel you will have to pay the cancellation charges set out below: For cancellations received up to and including the 31st May 2009, the following cancellation charges will apply:

3 days or less	100%
4 to 28 days	75%
29 to 56 days	45%
57 days or more	Deposit only (£100 per person)

For cancellations received from June 1st 2009 onwards, the following cancellations charges will apply:

5 days or less	100%
6 to 14 days	90%
15 - 28 days	75%
29 - 56 days	50%
57 days or more	Deposit only (£150 per person)

Please refer to section 1.11 when making a significant amendment, as your booking will be treated as a cancellation and a new booking will be created incorporating any new business rules or terms and conditions applicable.

Please note: The date of departure means the date the arrangements you have booked with us commence. Depending on the reason for cancellation, you may be able to reclaim these cancellation charges (less any applicable excess) under the terms of your insurance policy. Claims must be made directly to your insurance company.

Where any cancellation reduces the number of full paying party members below the number on which the price, number of free places and/or any concessions agreed for your booking were based, we will recalculate these items and re-invoice you at the applicable higher price.

### 1.11 Can I make changes to my booking after it has been confirmed?

Should you wish to make any changes to your confirmed holiday, you must notify us in writing as soon as possible. Whilst we will endeavour to assist, we cannot guarantee we will be able to meet any such requests. Please note that for any significant amendments made such as a change in ship, sail date, or category of stateroom, your booking will be treated as a cancellation (cancellation penalties will apply – see clause 1.10) and a new booking will be created. Therefore your booking will be re-priced in-line with the up-to-date business and price rules and a new confirmation invoice will be issued. If you request a change within 56 days of departure, this will be treated as a cancellation of your original booking and cancellation charges as set out in these terms and conditions will be payable. The changed arrangements will then be treated as a new booking. If you or any of the persons travelling with you is prevented from taking the holiday you/they may give your/their place on the booking to someone else (suggested by you). In this situation, providing we are given not less than 7 days notice in writing of your wish to make the change, we will permit the name change. The airline and flight routing may differ from the original assignment due to this name change. You must produce documentary proof of the reason for the transfer of your/their booking with the request (e.g., a letter from a doctor etc.). Both the person who was originally due to take the holiday and the person who actually does so must make sure that the administration fee and any charges/costs (see below) as well as any amount which is still due to be paid for the holiday is paid as required before any change can be made.

For all minor changes an amendment fee of £35 per person per booking will be payable together with any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers. Passengers should note that airlines may not allow name changes on scheduled flights and that the flight booking may need to be cancelled and rebooked. The rebooking will always be subject to flight availability and to payment of any charges imposed by the airline which may, in some cases, be the full cost of the ticket.

### 1.12 Will I need travel insurance?

Yes. All guests must have appropriate personal travel insurance before departure. This must include as a minimum cover for the cost of cancellation by yourself and the cost of assistance including repatriation in the event of accident or illness. It is your responsibility to make sure that the insurance you purchase is suitable and adequate for your particular needs and to purchase additional or alternative insurance if required. We would recommend that you contact your Travel Agent or an independent insurance broker for details of suitable policies.

## 2. Before you leave home

### 2.1 What about valuable or important items?

Please make sure that all valuable and important items (for example, medicines, jewellery, fragile items, important travel and other documents, video/camera/computer equipment, etc.) are carried by hand and not packed in your luggage. Once on board please ensure your valuables are not left unsecured in your stateroom or elsewhere on board the ship. Special care must be taken of such items. For your protection once on board, all valuable and important items should be deposited with the Guest Relations Desk or, in your stateroom mini-safe. You are also strongly advised to take out appropriate and adequate insurance to protect such items. We cannot accept any responsibility or liability for any valuable or important items, which are not deposited with the Guest Relations Desk or with your hotel (booked with us) for safekeeping. For items which are so deposited, the maximum we will pay you if any item(s) is lost or damaged (for any reason) whilst in our care is the maximum which is payable under The Athens Convention (see 5.8) in this situation (currently approximately £1,000 per guest, per cruise).

So that we may assist as much as possible, you must tell us about the problem as soon as possible. If you discover the loss, delay or damage when on board, you must immediately report it to the Guest Relations Desk. The time limits for notifying any loss, delay or damage, are as follows:

Any damage or delay, which is apparent, must be notified to ourselves and the supplier of the service concerned (if it is not us) before or, at latest, at the time of departure from the ship or, for other services, whilst using or at the end of using those services. Any loss, damage or delay, which is not apparent, must be notified to ourselves and the supplier of the service concerned (if it is not us) within 15 days of departure from the ship or the end of your using the service in question. In all cases, you must give credit for payments received from any airline and/or other supplier in connection with your claim. You must also give us details of any relevant insurance coverage you hold. In appropriate cases we are entitled to ask you to reduce your claim by the amount received from any/all insurance companies.

### 2.2 Are there any prohibited items that I cannot take with me?

You must not pack in any luggage or bring on board any item specified as dangerous or illegal (e.g. guns, explosives, drugs, animals, flammable items, etc.). In addition, we/the airline may specify other items which you must not bring with you, and may also refuse to allow you to take on board any item which we/the airline, consider being inappropriate. Please contact the individual airline to confirm their current restricted items, although these are subject to change without prior notification. If we or the Master of the ship have reason to believe that any stateroom may contain any item or substance which should not have been brought on board, the Master or an authorised officer has the right to enter and search the stateroom concerned and seize any such item or substance. Please ensure that any sharp items, including but not limited to scissors, razor blades, nail clippers, tweezers, combs with metal prongs and knitting needles, are packed in your check in luggage and not your hand luggage due to airport security measures.

### 2.3 What should I do if my property is lost, delayed or damaged during my cruise?

This clause applies in relation to any loss, delay or damage to property which occurs during your cruise or whilst getting on or off the ship or whilst using any services provided or arranged by us except for any claims in relation to any valuable or important items (see clause 2.1) or in relation to air travel, including the process of getting on or off the aircraft (see clause 2.4 below).

It is our guest's responsibility to remove all of their belongings from their stateroom when they depart their cruise. If an item is left onboard, whilst we will assist you in trying to recover the item, if we are unable to do so, then we cannot be held responsible and we will refer you to your travel insurance to make a claim for the item. Please note that items left behind may be destroyed. You must tell us about the problem as soon as possible. If you discover the loss, delay or damage when onboard, you must immediately report it to the Guest Relations Desk. The time limits for notifying any loss, delay or damage, and the maximum amount which will be payable by us or the supplier concerned, are as follows:

Any damage or delay, which is apparent, must be notified to ourselves and the supplier of the service concerned (if it is not us) before or, at latest, at the time of departure from the ship or, for other services, whilst using or at the end of using those services. Any loss, damage or delay, which is not apparent, must be notified to ourselves and the supplier of the service concerned (if it is not us) within 15 days of departure from the ship or the end of your using the service in question. If you can prove that the damage, delay or loss was our fault or the fault of the supplier of a service that we agreed to arrange as part of your holiday, we will compensate you for the loss or damage you can prove you have suffered as a result, subject to and in accordance with The Athens Convention. However, the maximum we will have to pay you for any damage, delay or loss in these circumstances is the maximum which is payable in respect of stateroom luggage under The Athens Convention (currently approximately £750 per guest per cruise holiday). This will also be the case where any property is damaged, delayed or lost whilst not on board or getting on or off the ship but using other services (apart from air travel) which form part of the holiday we have contractually agreed to provide.

In all cases, you must give credit for payments received from any airline and/or other supplier in connection with your claim. You must also give us details of any relevant insurance coverage you hold. In appropriate cases we are entitled to ask you to reduce your claim by the amount received from any/all insurance companies.

### 2.4 What should I do if my property is lost, delayed or damaged during Air Travel?

Any damage, destruction, delay or loss suffered during any travel by air (including the process of getting on and off the aircraft) must be notified to ourselves and the airline at the time of discovery or, in any event, in writing within 7 days of the end of the flight concerned for damage, destruction or loss or within 21 days of the luggage being made available for you in the event of delay. The maximum we or the airline will have to pay you in the event of any damage, destruction, delay or loss of luggage or property is the most which is payable under the relevant international convention or regulation. We will only be liable for any air travel that has been booked as part of a fly/cruise package. For most international flights, this will be the Montreal Convention 1999. Where the Montreal Convention 1999 applies, the maximum we or the airline will have to pay you at present for loss, destruction, damage, delay of luggage is the maximum payable under the Convention (currently approximately £850 per passenger) unless special conditions apply.

We and the airline will not be liable to pay any compensation in the case of delay affecting luggage if we or the airline can prove that the airline took all measures that could reasonably be required to avoid the delay or that it was impossible for the airline or its employees to take such measures.

In the case of damage, destruction, delay or loss of luggage, if we or the airline prove that the damage, destruction, delay or loss was caused or contributed to by the negligence or other wrongful act or omission of the person claiming compensation, or the person from whom he or she derives his rights, we and the airline will not be liable for the damage, destruction, delay or loss, to the extent that such negligence or wrongful act or omission caused or contributed to the damage, destruction, delay or loss.

Subject to the above, we and the airline will only be liable for destruction or loss of, or of damage to, checked luggage on the condition only that the event which caused the destruction, loss or damage took place on board the aircraft or during any period within which the checked luggage was in the charge of the airline. However, neither we nor the airline will be liable if and to the extent that the destruction loss or damage resulted from the inherent defect, quality or vice of the luggage. In the case of unchecked luggage, including personal items, we and the airline will only be liable if the damage resulted from the airline's fault or that of its employees or agents.

Some airlines have restrictions on weight, as well as the number of pieces for checked luggage. Please check with the relevant airlines for your exact luggage allowance permitted as in most cases exceeding these limits will incur additional fees.

In all cases, you must give credit for payments received from any airline or other supplier in connection with your claim. You must also give us details of any relevant insurance coverage you hold. In appropriate cases we are entitled to ask you to reduce your claim by the amount received from any insurance companies.

### 2.5 What is my luggage allowance?

The maximum luggage allowance for guests boarding our ships is 200lbs (90kgs) per guest, however, airlines also impose their own baggage allowance, with which you must also comply, this is usually less than the cruise allowance. There are always restrictions on the amount, size and weight of the luggage you may take on any flight, in particular where we are using non-scheduled services. We strongly recommend that you check with your airline directly for confirmation of your baggage allowance as allowances vary from airline to airline and excess luggage fees may apply. In some instances baggage allowance can be limited to as little as 15 kgs. All luggage allowances are subject to variation by the airline concerned and you may be charged additional costs by the airline for excess luggage.

Please note: if you are sailing on a transatlantic cruise and you have booked a fly cruise package, your luggage allowance will be limited to the lower allowance, specified by the airline.

### 2.6 What are the passport and visa requirements for my holiday?

#### PASSPORTS

If you are a British citizen (including children and infants), you must have your own full 10 year (5 year for children) passport which is valid for at least 6 months after your expected return date. It is no longer possible for children to be included on their parent's passport. Obtaining a full British passport presently takes approximately 4 - 6 weeks, but you should allow longer at busy times of the year. If you or any member of your party is 16 or over and haven't yet got a passport, our recommendation is that you should apply for one at least 6 weeks before your holiday. The Passport Service has to confirm your identity before issuing your first passport and from May 2007 will ask you to attend an interview in order to do this.

If you are travelling to the USA under the Visa Waiver Program, you and all members of your party (including children) must ensure that your passport is machine readable. A British passport is machine readable when there are two lines of letters, numbers and chevrons (">>>>") printed across the long edge of the personal information page (the page with photograph and personal details). The machine-readable text will appear on a white strip on older passports and directly on the pink page of newer passports. If there are no such lines of text on the personal information page, the passport is not machine-readable.

- Since 26 October 2004, anyone travelling to the USA under the Visa Waiver Programme without a machine readable passport needs a visa to travel to the USA.
- If you are travelling to the US under the Visa Waiver Program and are carrying a passport issued on or after 26th October 2006, you will be required to have a biometric passport. British travellers with valid machine-readable passports issued before 26 October 2006, travelling to the US under the Visa Waiver Program can still travel on their existing passport.
- If your passport is issued after 26 October 2006 and it is not biometric you will not qualify for visa free travel but will be required to obtain a visa.

For more details on passports, please ask at the time of booking or contact the UK Passport Office. Please note that this information is particularly subject to change, and you must check the up to date requirements in good time before departure.

Please note: Certain persons may not be eligible to enter the United States visa free under the Visa Waiver Programme. These include, but are not limited to, for example people who have been arrested, even if the arrest did not result in a criminal conviction and those with criminal records, (The Rehabilitation of Offenders Act does not apply to US visa law) etc. If you are in any doubt whatsoever as to whether you can travel under the Visa Waiver Program you are strongly advised to contact the Consular Information unit, United States Embassy, 24 Grosvenor Square, London W1A 1AE or visit [www.usembassy.org.uk](http://www.usembassy.org.uk) before you book your holiday with us.

Passengers arriving in the US will have a digital photograph taken, and have electronic finger prints taken. If you would like further information, please ask at the time of booking or contact the UK Passport Office or US Embassy.

#### VISAS

Please note that there may be a visa requirement for your cruise, particularly if you are visiting countries in Asia or Australia. We recommend that you contact our recommended visa agent, The Visa Company, for advice and to purchase the most up to date visa requirements for your cruise. Established in 1997, The Visa Company is the largest visa agency in the UK. This online service contains up-to-the-minute information on specific visa requirements for all nationalities to all destinations, and handles over a million possible visa requirements. Travellers do not have the expense of travelling to an embassy or the hassle of standing in a queue. To make sure you know about the visa requirements for your destination, please go online to [www.thevisacompany.com](http://www.thevisacompany.com) or call the information line to speak to a visa consultant: 09065 500 740\* The Visa Company are pleased to offer a special discount of 12.5% to Royal Caribbean International customers when booking online. Please quote the discount code which can be found on your Royal Caribbean International booking confirmation.

\* To speak with a visa consultant, calls will cost £1 per minute from a UK landline. Calls from other network may vary. At the time of going to print, the visa requirements for UK passport holders are as follows. Please note that these requirements should act as a guide only and are subject to change at any time:

China visa required prior to departure

\* Please note that for UK Passport holders, on certain itineraries the port of Sanya does not require a visa and entry can be arranged on the ship free of charge. Also, you may not require a visa for Hong Kong, please check with The Visa Company. You must provide your full itinerary as the number of calls to China will dictate the type of visa required.

India visa required prior to departure

Australia visa required prior to departure

Vietnam & Cambodia visa can be purchased on board the ship (\$50 USD)

Egypt & Turkey Visa will be provided if a port of call on the itinerary, charges may apply.

Russia visa required if guests are making independent arrangements, however visa is not required if guests are on a Royal Caribbean International shore excursion.

Alternatively, you can visit the relevant embassy in person to arrange the necessary visa. Please note that the above visa advice is for UK passport holders only. Guests who hold other nationality of passports should check with either The Visa Company or with the relevant embassy of each port of call.

Where visas can be purchased onboard, guests are asked to complete the online check in process, including all mandatory information at [www.royalcaribbean.co.uk/onlinecheckin](http://www.royalcaribbean.co.uk/onlinecheckin) in advance of their sailing. Completing this information will significantly speed up the process for you and will avoid delays and queues on the ship.

Please also note that if there is requirement to obtain a visa prior to travel for a particular country, and a guest chooses to not disembark the ship, then the guest is still required to obtain the necessary visa. The only exception to this rule is Russia where a guest is able to stay on the ship in St Petersburg and does not need to obtain a visa.

You must ensure that all guest names (including initials) are exactly the same as they appear on their ticket as in their passport.

If there is any difference, you may be refused entry onto your flight/cruise. Passport and visa requirements may change and vary by destination. We regret we cannot accept any liability if you are refused entry onto any flight into any country, or otherwise suffer any difficulties or incur any costs as a result of not having the correct passport and/or any required visa(s).

It is the sole responsibility of the guest to identify and obtain all required travel documents and have them available when necessary. These appropriate valid travel documents such as passports, visas, inoculation certificate and family legal documents are required for boarding and re-entry into the United States and other countries. Guests who do not possess the proper documentation may be prevented from boarding their flight or ship or from entering a country and may be subject to fines. No refunds will be given to individuals who fail to bring proper documentation.

Certain Port Authorities may from time to time ask to see photo identification when you depart the ship during the cruise. We strongly suggest that you take a photocopy of your passport in addition to your passport itself with you on holiday and carry the photocopy with you each time you depart the ship in order to minimise any inconvenience this may cause.

### 2.7 Are there any formal health requirements?

Please contact your G.P. for advice and the most up-to-date health requirements for all destinations featured in this brochure. Information on health is also contained in the department of Health leaflet T6 (Health Advice for Travellers) available from your local Department of Health Office and most Post Offices. For European holidays, from 1 January 2006, you will need a European Health Insurance Card (EHIC) to receive healthcare that becomes necessary during your visit to an EEA country or Switzerland free or at a reduced cost and you should obtain one prior to departure. All EHIC forms ceased to be valid on 31 December 2005. You can obtain an EHIC card online at [www.dh.gov.uk](http://www.dh.gov.uk), by calling the EHIC Applications Line on 0845 606 2030 or by post - pick up an EHIC application pack from your local Post Office branch. Cards should be delivered within 21 days. Please note - limitations on the use of the EHIC card apply.

Royal Caribbean welcomes pregnant guests but will NOT accept guests who will enter their 24th week of pregnancy by the beginning of, or at any time during their cruise vacation. Please check our website for full details.

### 2.8 What should I do if I have lost my air tickets?

If your tickets are lost or stolen prior to the commencement of your holiday please report the loss to us immediately. If your tickets become lost or stolen during the holiday (including your time spent at the airport) you must report this to the airline and the local police immediately, (if you have booked your flights with us). Please note that there will be a charge for the reissue of your air tickets. You will be informed of these at the time of reporting the lost or stolen tickets, as the charges vary depending on the airline.

### 3. From plane to port

#### 3.1 How do I get to my cruise?

On our flight inclusive holidays, we offer international flight departures from selected UK airports. Connecting UK domestic flights are also available from a selection of regional airports. Some flights may incur a supplement which will be advised at the time of booking.

All flights are also subject to the following conditions:

All flights are subject to availability.

Whilst the dates of your outward and return flights will be advised at the time of booking, the flight timings and/or routing may not be shown on your Confirmation Invoice. We are unable to inform you of your flight timings and routing for bookings made more than 10 months before departure. Please note that your booked flight may not be the most direct route and may also involve a stop on route to your destination which may involve you disembarking from the aircraft. This information will be provided as soon as we are in a position to do so. A contract between us will come into existence when we send out the Confirmation Invoice, even when we are unable to provide flight timings. The flight timings and airlines shown on your Confirmation Invoice cannot be guaranteed and are subject to change. Whilst we endeavour to book the best connections between flights, a wait may be experienced at connecting airports. We are not always in a position to confirm the route, service (scheduled or non-scheduled), airline, aircraft type or the airport of destination, which will be used in conjunction with any flight included in your holiday. When this information is provided at the time of booking or subsequently, it is subject to change (including the substitution of non-scheduled flights for scheduled air services and/or re-routing of air travel due to scheduled air services being withdrawn or changed or being unavailable). Any such change will not entitle you to cancel or change to other arrangements without paying our normal charges.

In any event the actual flight times will be those shown on your tickets, which will be dispatched to you approximately four weeks before departure. You must accordingly check your tickets very carefully immediately upon receipt for confirmation of correct flight times. It is possible that flight times may be changed even after tickets have been dispatched - we will contact you as soon as possible if this occurs.

Any amendments to your flight arrangements will be subject to availability and will incur an administration charge of £35 per person along with any additional costs and charges incurred by us or imposed by the airlines. If your tickets have been issued, standard airline cancellation penalties will also apply. In some cases, these could be the full cost of the ticket.

If you wish to travel on a particular carrier, flight routing, if your departure and/or arrival date differ from the standard flight inclusive package, a custom air fee of £20 per person will be payable along with any additional costs and charges incurred by us or imposed by the airlines.

Please note that your booked flight may not be the most direct route and may also involve a stop on route to your destination which may involve you disembarking from the aircraft

#### 3.2 What class is booked? Can I pre-reserve seats? Will the flight be direct?

##### Can I make special requests?

Unless you book and pay for an upgrade, you will fly economy class. We strongly recommend that you check in early if you have a particular seat request as we have no control over the allocation of seats. Flights are often full, your choice of seats may not be available, and it may not be possible to obtain seats together. Please note that only fully fit and able-bodied guests may occupy exit row seats on aircraft. Emergency exit seats will therefore only ever be assigned at the discretion of the airline at check in.

Some flights will involve a change of aircraft. Where applicable, and we are in a position to notify you, this information will be shown on your Confirmation Invoice. The flights used in conjunction with our cruises may be based on special fares and may not be by the most direct route. Flights may have at least one refuelling and/or other stop and this may not be shown on your confirmation invoice. Flights will either be by scheduled or non-scheduled service. Most airlines operate a non-smoking policy.

We/the airline will endeavour to satisfy any special service(s) requests such as special dietary requirements, meet and assist and wheelchair assistance. Regrettably we/the airline cannot guarantee your request. Some medical assistance and special meal requests may incur a charge, which will be invoiced accordingly. For all special requirements please email [flycruise.uk@rccl.com](mailto:flycruise.uk@rccl.com) or fax 01932 834364. Please note that any request of this nature should be advised at the time of booking. Not meeting any special request for any reason will not be a breach of contract. Please note: airlines may at their discretion refuse to carry guests with certain medical conditions. You must provide details of all medical and physical conditions, which affect you, and/or any member of your party at the time of booking. See also 4.3, 5.2 and 5.6 overleaf. We do not guarantee that guests travelling within the same party will be confirmed on the same flight arrangements.

Please note that British Airways will not allow us to pre-seat our guests. Guests need to log on to [www.ba.com](http://www.ba.com) 24 hours before departure to pre-reserve their own seats.

#### 3.3 What if I want to upgrade my standard air arrangements?

Subject to availability and paying any difference in price, you can arrive in style by upgrading your flight. If you are interested in upgrading your flight to a destination featured in this brochure, please notify reservations at the time of booking and your request will be passed on to the Air Sea department. Please note that the upgrade package may differ from the upgrade package offered by the airline.



#### 3.4 What if my flight is delayed?

Regrettably, flight delays do occasionally occur. In this event, the airline concerned may provide refreshments, and if necessary, overnight accommodation depending on the expected length of the delay, the time of day and the airport in question. This is entirely at the discretion of the airline.

Where you have booked a Fly/Cruise holiday we cannot accept any liability for any delay, which is due to any of the reasons set out in clause 5.7 of these booking conditions (which includes the behaviour of any passenger on the flight who for example fails to check in or board on time).

Please Note: If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline in circumstances which would entitle you to claim compensation against the airline under EC Regulation No 261/2004 – the Denied Boarding Regulations 2004, you must pursue the airline for the compensation due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations. If, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment. If your airline does not comply with these rules you should complain to the Air Transport Users' Council on 020 7240 6061 www.auc.org.uk.

#### 4. On board ship

##### 4.1 What are the dining arrangements?

You have a choice of several seating for meals in the main restaurant. Please request your preferred seating and table size at the time of booking. We cannot accept any bookings which are conditional on your preferred seating being or becoming available before departure. If you cancel because your preferred seating is not available (whether or not this was confirmed at the time of booking), our normal cancellation charges will apply. Seating requests cannot be guaranteed. Your table number will be confirmed in your stateroom at the start of your cruise. Dining times may vary slightly on port days due to shore excursion departures.

My Time Dining (open seating) is now offered fleet wide offering guests flexibility with their evening dining. You can decide when you would like to dine between the hours of 18:00 and 21:30 each evening; much like a regular restaurant. Service Charges/tips are mandatory when My Time Dining is selected. In addition, My Family Time Dining is available on board selected sailings for the earliest dining time only (varies by ship and sailing). This offers children an expedited service during first dining seating and they are transferred to Adventure Ocean. Only available for guests aged between 3-11 years at the date of sailing. Service Charges/tips are not mandatory for My Family Time Dining. Should you wish to book either of these options, then please contact your travel agent or our reservations department on 0844 493 4006 who will be happy to help you.

##### 4.2 What about special diets?

Royal Caribbean International can accommodate the following special diets on board: vegetarian, diabetic, low-fat, low-sodium, low-cholesterol diets. Other special diets such as kosher meals and lactose-free may be available upon advanced request. Note: Our Kosher meals are similar to airline food and are pre-packaged. Please note that kosher food and other special meal requests may not be the same standard and offer the same range as the food provided under the general menu. Please note that dining requests for specific dietary requirements or food intolerances cannot be accepted for any onboard eatery other than the main restaurant. Please submit your dietary request in writing giving as much detail as possible as to your particular requirements as per 4.3 below. We will endeavour to accommodate reasonable requests, although we cannot guarantee we will be able to meet requirements. Please ask your Travel Agent for further information.

Please note that whilst we are able to take requests for specific dietary requirements and take note of food intolerances, this is confined to the main restaurant on each ship. We are unable to guarantee or accept responsibility that the food served in any other food establishment on board ship will be able to cater for specific dietary requirements and food intolerances. Royal Caribbean International does not provide baby food.

##### 4.3 What about special services/requirements?

To accommodate special services or requirements such as dietary requirements, medical requirements, pier embarkation assistance, wheelchair use etc. Royal Caribbean International require the information in writing 90 days prior to the sail date. This includes kosher meal requests. Any medical conditions must be provided at time of booking. The request/information can either be emailed to specialservices@rccl.com, faxed to +44 1932 820 603 or posted to OSU, Royal Caribbean International, Aviator Park, Building 2, Station Road, Addlestone, Surrey KT15 2PG.

##### 4.4 Can a special request be guaranteed?

Regrettably, no. If you have a special request, please give details in writing to your Travel Agent or us if booking direct at the time of booking. Whilst we and our suppliers will endeavour to meet reasonable special requests, we regret we cannot guarantee that we/the supplier will be able to do so. Not meeting any special request for any reason will not be a breach of contract. If a special request can only be met at an additional cost, that cost will either be invoiced prior to departure or will be payable locally. Confirmation that a special request has been noted and passed on to the supplier or the inclusion of the special request on your Confirmation Invoice or any other documentation is not confirmation that the request will be met. Unless specifically agreed by us in writing at the time of booking, we cannot accept any booking which is conditional on a special request being satisfied. Such bookings will be treated as normal bookings subject to the above comments on special requests.

##### 4.5 Consumption of alcohol on board

We will not sell or serve alcoholic drinks to anyone under 21 years of age. However on cruises departing from European, South America countries and Australia/New Zealand where the legal drinking age is typically lower than 21, a parent/legal guardian who is sailing with the person aged between 18 to 20, may sign a waiver allowing the 18 to 20 year old to consume alcoholic beverages (beer and wine only) Only a parent or legal guardian may sign this waiver and there are no exceptions to this policy.

The 18 to 20 year old must agree to comply with Royal Caribbean International's policies, including among other things, agreeing to not provide alcoholic beverages to any other person, regardless of age. Restrictions apply, and this policy is subject to change without notice. An individual's age on the date of sailing determines his or her status for the entire cruise.

Guests are not allowed to bring alcoholic beverages onboard for consumption or any other use. Alcoholic beverages that are purchased in ports of call or from onboard shops will be stored by the ship and delivered to guest staterooms on the last day of the sailing. Please note: due to Spanish regulations, we are not permitted to sell alcohol or cigarettes on board in the duty free shops on selected sailings which depart from Barcelona. Security may inspect containers (water bottles, soda bottles, mouthwash, luggage etc.) and will dispose of containers holding alcohol. Royal Caribbean's Guest Vacation Policy may be enforced, up to and including disembarkation, if a guest violates any alcohol policy. Guests under the age of 21 will not have alcohol returned to them.

If a guest reaches a birthday that will change their adherence to our alcohol policy, they may visit the Guest Relations Desk and on showing their passport as proof of age, their records will be updated to allow them to purchase and consume alcohol, as long as the other requirements of our alcohol policy are met.

Guests who violate any alcohol policies, (over consume, provide alcohol to people under age 21, demonstrate irresponsible behaviour, or attempt to conceal alcoholic items at security and/or luggage check points or any other time), may be disembarked or not allowed to board, at their own expense, in accordance with our Guest Vacation Policies.

Royal Caribbean reserves the right to revoke or otherwise restrict drinking privileges of any guest, regardless of age. Additional policies for groups are located in the Appendices of the Travel Agent Guide and are enforced without exception. Applicable regulatory age restrictions apply while the ship is in port and until the vessel enters International waters.

##### 4.6 Shore excursions and activities

The information contained in our brochure is correct to the best of our knowledge at the time of the brochure going to print. Our brochure descriptions may refer to activities which are available in the ports you are visiting. We have no involvement in any such activities, which are neither run, supervised nor controlled in any way by us. They are provided by local operators who are entirely independent of us. They do not form any part of your contract with us even where we suggest particular operators/centres and/or assist you in booking such activities in any way.

Accordingly, we cannot accept any liability in relation to such activities and the acceptance of liability contained in clause 5.7 of our booking conditions will not apply to them. We cannot guarantee accuracy at all times of information given in relation to such activities or about the resorts/area you are visiting generally (except where this concerns the services which will form part of your contract) or that any particular excursion or activity which does not form part of our contract will take place as these services are not under our control.

If you feel that any of the activities mentioned in our brochure, which are not part of our contract, are vital to the enjoyment of your holiday, write to us immediately and we will tell you the latest known situation. If we become aware of any material alterations to resorts/area information and or such outside activities, which can reasonably be expected to affect your decision to book a holiday with us, we will pass on this information at the time of the booking.

Please note that we may be able to offer shore excursions for those guests with limited mobility, however different charges may apply. Please contact the special services department on 01932 834243 or by email on shorexaccess@rccl.com at the time of booking.

#### 5. Additional information

##### 5.1 What if I am travelling with a group?

Please consult your Travel Agent or ourselves directly for deposit, payment, cancellation and other information. Terms and Conditions for those travelling in a group may be different to those that apply to individual bookings.

##### 5.2 What about guests with special needs?

You must ensure that you are medically and physically fit for travel, and that such travelling will not endanger yourself or anyone else. At the time of booking (or as soon as possible if the condition arises after booking) you must tell your Travel Agent (or us if booking direct) in writing about any medical or physical condition which will or may require medical treatment or attention during your holiday or which may or will affect your holiday in any way (including your use of any services or facilities). Please provide as much information as possible.

Our ships have selected staterooms designated for guests with physical disabilities. Please contact reservations for further information. Guests who use wheelchairs must provide their own collapsible wheelchair and may find certain areas of the ship

inaccessible. If you would like to bring a motorised wheelchair or scooter on board you must contact Special Services, Royal Caribbean International, Aviator Park, Building 2, Station Road, Addlestone, Surrey KT15 2PG at time of booking to provide the dimensions as size limitation may apply and we may not be able to accommodate this request. Certain conditions (for example, use of tenders) may prevent guests with wheelchairs from going ashore at certain ports of call. Shore excursions may not be suitable for guests with disabilities. Guests affected by a disability or medical condition must be self-sufficient or travel with someone who can provide all necessary assistance. We regret we must reserve the right to refuse to allow anyone to travel who, in our reasonable opinion, is physically or mentally unfit to travel or will or may require care beyond that which any travelling companion or we ourselves can reasonably provide.

##### 5.3 Are there any age restrictions?

No person under twenty-one (21) (a "minor") may sail on any cruise holiday or have a stateroom on his or her own unless accompanied by a parent or guardian or authorised person who is over the age of twenty-one (21). No guest under the age of twenty-one (21) will be booked in a stateroom unless accompanied by an adult twenty-one (21) years of age or older, except for minors sailing with their parents or legal guardians in adjacent staterooms. Any minor who is not travelling with at least one of their parents/legal guardian(s) will only be permitted to board the ship and undertake the cruise if accompanied by a parent(s) over the age of twenty-one (21). For minors aged 17 or under at the start of the sailing, written authorisation from a parent/legal guardian must be provided. For minors 18, 19 or 20 at the start of the sailing authorisation is not required. Adults who are not the parent or legal guardian of any child travelling with them are required to present the child's valid passport and applicable visa (or certified copy of child's birth certificate) and an original legally affirmed or notarised letter signed by at least one of the child's parents/legal guardians. The letter must authorise the travelling adult to take the minor(s) on the specified cruise and must authorise the travelling adult to supervise the child, sign applicable sports waivers and permit any medical treatment that must be administered to the child which in the opinion of the treating doctor needs to be carried out without delay. A letter can be legally affirmed or notarised by a practising solicitor, notary or commissioner for oaths for a fee. If such evidence is not produced, the minor(s) concerned will not be permitted to board the ship or undertake the cruise. We will not be responsible for any costs, expenses or losses suffered as a result either by the minor affected, the person(s) paying for their cruise (if not the minor him/herself), or any persons travelling with the minor who decide not to continue with the holiday as a result of the failure to produce a letter of authorisation as set out above. We will not pay any compensation or give any refund to any minor who we have not permitted to board the ship, any person paying for the minor's holiday (if not the minor him/herself), or any persons travelling with the minor who decide not to continue with the cruise themselves as a result of the failure to produce a letter of authorisation.

Please note that parent(s)/legal guardian travelling with a child who has a different surname to the parent(s)/legal guardian, will be required to produce official proof such as a full birth certificate/divorce papers etc to prove that they are the parent(s)/legal guardian of the children concerned.

Individual staterooms can be booked by married couples whose minimum age are eighteen (18) months, as of the date of sailing (at time of booking). On board there are certain facilities where each entry is restricted by age. Persons using the Elemis' AquaSpa' must be over the age of 18. Full details of onboard facilities with age restrictions are contained within the Daily Programme, which is available from the Guest Relations Desk.

The minimum age for infants to sail is six (6) months, as of the date of sailing and twelve (12) months, as of the date of sailing for Transatlantic, Transpacific, Hawaii, selected South American cruises and other selected cruises. The health and safety of our guests is our number one priority. As such, in consideration of the limitations of the shipboard medical facility, equipment and staff, the company cannot accept waivers, releases or requests for exceptions to this policy.

##### 5.4 What about advanced or delayed sailings and changes in the itinerary?

We regret we cannot guarantee that ships will call at every advertised port or follow every part of the itinerary. Itineraries may change from time to time, both before and after your sailing departs. Royal Caribbean International and the Master of the ship have the right to omit or substitute any port(s), call at any additional port(s), vary the order of call for ports, change the time of arrival at, departure from or time spent at any port of call, deviate from the advertised itinerary in any way or substitute another ship. Where possible, you will be advised of any significant changes to your confirmed itinerary before departure from the UK – see clause 5.5. Changes to the last confirmed itinerary for your cruise may become necessary after you have departed from the UK for a variety of reasons such as prevailing weather and sea conditions, guest emergencies, providing assistance to other vessels and the ship being unable to operate at its normal speed(s) due to unexpected mechanical or technical problems. We will of course do our best to avoid any changes which will have a significant detrimental effect on your last confirmed itinerary. However, we cannot accept any liability in respect of any changes which result from circumstances outside our control (see clause 5.10) or which do not have a significant detrimental effect.

##### 5.5 Can you change or cancel my holiday?

Occasionally, we have to make changes to and correct errors in the brochure and other details both before, and after, bookings have been confirmed and, even more rarely, cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer you the choice of the following options:-

- (a) (for significant changes) accepting the changed arrangements or
- (b) purchasing an alternative holiday from us, of a similar standard to that originally booked if available. We will offer you at least one alternative holiday of equivalent or higher standard for which you will not be asked to pay any more than the price of the original holiday amount if the guest has paid in full. If this holiday is in fact cheaper than the original one, we will refund the price difference. If you do not wish to accept the holiday we specifically offer you, you may choose any of our other then available holidays. You must pay the applicable price of any such holiday. This will mean you paying more if it is more expensive or receiving a refund if it is cheaper.
- (c) cancelling or accepting the cancellation in which case you will receive a full and quick refund of all monies you have paid to us. Please note, the above options are not available where any change made is a minor one.

What is a significant change?

A significant change is a change to your confirmed holiday which we can reasonably expect will have a significant effect on it.

Examples of significant and minor (defined below) changes are as follows:

Significant change: A change from two days port of calls to two days sailing instead.

Minor change: A change from one port of call to another; A change from one day's port of call to one days sailing;

A change in timings for any port(s) of call but the ship still calls at all confirmed ports; A change in order of ports that are visited.

Very rarely, we may be forced by "force majeure" (see clause 5.10) to change or terminate your holiday after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result.

##### 5.6 Can you refuse to allow me to travel?

If, in our reasonable opinion or the reasonable opinion of the ship's Master or doctor, you are or appear to be unfit to travel for any reason or a risk or danger to yourself or a danger to others or behave in such a way as to cause or likely to cause danger, upset or distress to any third party or danger to property. In this situation, we are entitled without prior notice to refuse to allow you to travel on any ship and to terminate your cruise holiday at any time. You may then be left at any port or place at which the ship calls without our incurring any liability. You will have to pay any costs, expenses or losses suffered as a result, and we will not pay any compensation or give you any refund. Once your holiday has been terminated in this manner, we will not have any further responsibility towards you.

The same right to refuse to allow you to travel or to use any services applies where you are or appear to be unfit to travel or otherwise behave badly as set out above during any other part of your holiday.

If you have failed to give proper notice of any physical or mental disability or condition in accordance with clause 5.2 (including informing us of any change or deterioration in any notified disability or condition) which will or may require care beyond that which any travelling companion or ourselves can reasonably provide, we are entitled to refuse to allow you to travel. However, at our discretion, the cruise only fare will be refunded. Please also see clause 1.3.

On every Royal Caribbean International ship, we are committed to providing every guest with a cruise holiday that is excellent. To further ensure that you and your fellow guests receive exactly that, we have developed a set of Guest Behaviour Policies; this is available on board. IMPORTANT: A violation of Royal Caribbean International Guest Behaviour Policies is cause for appropriate corrective action, including confiscation of improper materials or items and ejection of the guest from the vessel. These policies are subject to change without notice and without liability to Royal Caribbean International. Royal Caribbean International is free to adopt additional rules not stated in these policies.

##### 5.7 What is your liability?

(1) Subject to clause 5.8 below we promise to make sure that the holiday arrangements we have agreed to make, perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. This means that, subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted holiday arrangements. Please note it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

(2) We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

- The act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or
  - The act(s) and/or omission(s) of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or
  - "force majeure" as defined in clause 5.10
- Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description (1) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or (2) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally we cannot accept liability for any business losses. Please note, we cannot accept responsibility for any services, which do not form part of our contract. This includes, for example, any additional services or facilities, which your hotel or any other supplier agrees to, provide for you where the services or facilities are not advertised in our brochure, and we have not agreed to arrange them. In addition, regardless of any wording used by us on our website, in any of our brochures or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you. The promises we make to you about the services we have agreed to provide or arrange as part

of our contract – and the laws and regulations of the country in which your claim or complaint occurred – will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK, which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead a reasonable holiday maker to refuse to take the holiday in question.

#### 5.8 What is your limit of liability?

Please note: The provisions of the Convention relating to the Carriage of Passengers and their luggage by sea 1974 ("The Athens Convention") apply to your cruise as well as the process of getting on and/or off the ship. For any claim involving death or personal injury or delay or loss of or damage to luggage the only liability which we have to you is in accordance with The Athens Convention. This means you are not entitled to make any claim against us which is not expressly permitted by The Athens Convention or which is in excess of the limits provided by The Athens Convention. Any claims covered under The Athens Convention must be made within the time limits set out in The Athens Convention. The Athens Convention limits the maximum amount we as the carrier have to pay if found liable in the event of death or personal injury or loss or damage to luggage and makes special provision for valuables. For death and personal injury, this limit for UK carriers is presently approximately £250,000 per person. For claims concerning luggage and valuables, please see other clauses of these terms and conditions. Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is, except as otherwise expressly set out in the Booking Conditions, the most the carrier or hotel keeper concerned would have to pay under the International Convention or Regulation which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air). Please note: Where a carrier or hotel would not be obliged to make any payment to you under the applicable International Convention or Regulation in respect of a claim or part of a claim, we similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question. Copies of the applicable International Conventions and Regulations are available from us on request. If you have booked a cruise together with an international flight or regional flight transfer from us – please also see clause 3.4.

#### 5.9 If I have a complaint?

In the unlikely event you have a reason to complain whilst away, you must immediately notify the Guest Relations Desk onboard ship and the supplier of the service(s) in question (if not us). This is to ensure that we are given the opportunity to address and attempt to resolve any issue you raise. Any verbal complaint must be put in writing and given to the supplier and us as soon as possible. If a problem cannot be resolved to your satisfaction and you wish to follow this up you must write to us on your return to the address below. You must give your booking reference number and full details of your complaint within 28 days of your return from holiday unless a different time limit applies to your claim – see clause 2.1, 2.3, 2.4 and 5.8. We will only accept complaints from the lead name of a booking. If your complaint is written on behalf of other members of your travelling party, their full names and booking reference numbers must be clearly stated in the correspondence together with their authority for you to handle the complaint on their behalf. If you fail to follow this simple complaints procedure, your right to claim the compensation you may otherwise have been entitled to may be affected or even lost as a result.

Any dispute between us, which cannot be settled by agreement, may be referred to the Conciliation Service operated by the Passenger Shipping Association (P.S.A). The Conciliation Service is free for you to use. It is not available where the claim solely or mainly concerns physical injury or illness or the consequences of such injury or illness. Other conditions also apply. For further details, visit the PSA's website at [www.the-psa.org](http://www.the-psa.org).

If you do not wish to use the PSA's Conciliation Service or the dispute is not resolved as a result of using the Service, you may go to Court. We both agree that any dispute, claim or other matter arising out of or in connection with your contract or your holiday with us will only be dealt with by the Courts of England and Wales. The contract between us is governed by English law.

We can only pay you compensation if the following conditions are met:

- If asked to do so, the person(s) affected must transfer to us any rights they have against the supplier or whoever else is responsible for your claim and complaint.
- The person(s) affected must agree to cooperate fully with us and our insurers if we or our insurers want to enforce any rights transferred to us.

Customer Relations Department, Royal Caribbean International, Aviator Park, Building 2, Station Road, Addestone, Surrey KT15 2PG. Tel: 01932 834330 Email: [custservuk@rccl.com](mailto:custservuk@rccl.com)

#### 5.10 What about circumstances which are outside your control?

Except where we specifically say otherwise in these terms and conditions, we cannot accept any liability or pay any compensation where your holiday and/or any other services we have promised to arrange or provide cannot be provided at all, or as promised or you otherwise suffer any damage or loss (as more fully described in clause 5.7 above) as a result of circumstances which are outside our control ("force majeure"). When we talk about circumstances which are outside our control, we mean any event which we or the supplier of the service in question could not have predicted or avoided even after taking all reasonable care. Such events are likely to include war or threat of war, acts of terrorists or threats of such acts, riots or civil unrest, industrial action, natural or nuclear disaster, fire, adverse weather conditions, health risks, epidemics, mechanical difficulties (which we could not have anticipated or avoided despite our normal comprehensive mechanical checks) and all similar circumstances which are outside our control.

#### 5.11 Brochure validity

You must ensure that you are using an up-to-date brochure when you book your holiday. We cannot accept any liability whatsoever for any mistakes and/or any incorrect/inaccurate information which results from the use of an out-of-date brochure.

#### 5.12 What other conditions apply to my holiday?

Airlines, hotels, lodges, rental companies and our other suppliers have their own conditions, which will apply to your holiday. Some of these conditions may limit or exclude the airlines or other supplier's liability to you, often in accordance with International Conventions. Copies of the relevant parts of these conditions are available upon request.

#### 5.13 Is my money safe?

##### A. Flight Inclusive Cruise Holidays

RCCL holds an Air Travel Organisers Licence (ATOL no 3088) issued by the Civil Aviation Authority ("CAA"). This means that if you purchase a Royal Caribbean International flight inclusive cruise holiday (where flights are arranged by RCCL), in the unlikely event of our insolvency, the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking. You will receive a Confirmation Invoice from us confirming your arrangements and your protection under our Air Travel Organisers Licence number 3008.

For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk).

If you have booked a Royal Caribbean International flight inclusive cruise holiday via one of our authorised travel agents, all monies you have paid for that booking will be protected by the above arrangements regardless of whether that travel agent becomes insolvent before or after we have issued our confirmation invoice. In this event, you will be required to pay any outstanding balance due (if any) directly to us (or any other travel agent nominated by us) in accordance with these booking conditions in order to receive your holiday.

If you have booked a Royal Caribbean International flight inclusive cruise holiday via one of our authorised travel agents you should receive from the travel agent a confirmation invoice issued by us which shows that we have arranged the flights as well as the cruise part of the holiday.

##### B. Cruise-Only Holidays

RCCL are also members of the Passenger Shipping Association ("PSA"). This means that if you have booked a cruise-only holiday with us, in the unlikely event of our insolvency the PSA will ensure that you are transported back to your embarkation port and will arrange to refund any money you have paid to us for an advance booking.

When you book a Royal Caribbean International cruise-only holiday via one of our authorised travel agents, all monies you pay for that booking will be held by the travel agent on your behalf until we issue our confirmation invoice. Until that point, your monies are not protected by our PSA membership or any other arrangement. We therefore recommend that you use a travel agent who offers their own financial security arrangements so that in the event that the travel agent becomes insolvent before we issue our confirmation invoice all monies that you have paid to that travel agent will be refunded to you.

In the event that our authorised travel agent becomes insolvent after we have issued our confirmation invoice, then all monies you have paid to that travel agent for that cruise-only holiday are protected by our PSA membership. You will be required to pay any outstanding balance due (if any) directly to us (or any other travel agent nominated by us) in accordance with these booking conditions in order to receive your holiday.

If you have booked a cruise-only holiday with us you should expect to receive from the travel agent a confirmation invoice issued by us, which shows that we are responsible for the cruise part of your holiday only.

Please note, when we refer to cruise-only holidays above, this includes any on shore hotel accommodation and/or ground transfers arranged by Royal Caribbean International as part of your booking with us.

##### C. Cruise-only holidays plus other services arranged by your travel agent or tour operator

You may book a Royal Caribbean International cruise-only holiday in conjunction with other services (such as flights, on-shore accommodation and/or ground transfers) which are arranged or provided by a travel agent or tour operator ("travel organiser") with whom you book. In this situation, your contract for your entire holiday including the cruise and all other such services and arrangements will be with your travel organiser and not Royal Caribbean International. Your holiday will not be protected by RCCL's ATOL or PSA membership. Instead, you must check that your travel organiser has their own ATOL (if your holiday includes any flight(s)) or other appropriate financial security arrangements to protect all monies you pay to that organiser for your holiday and to repatriate you if already abroad (if applicable) in the event of their insolvency. You should receive a confirmation invoice issued by the travel organiser showing that they are responsible for providing all elements of your holiday. In the event of insolvency of the travel organiser before we have received full payment from them for the cruise-only element of your holiday, your cruise-only booking may be cancelled and we will be under no obligation to provide you with that cruise, or any refund or any compensation. In such circumstances, you should seek compensation from the financial security arrangements (if any) that the travel organizer has made. For further information visit the appropriate websites: [www.atol.org.uk](http://www.atol.org.uk) or [www.psa-psara.org](http://www.psa-psara.org)

#### 5.14 Price and brochure accuracy

Royal Caribbean International's policies and procedures are constantly evolving. At the time of printing, all those listed in this brochure were correct. Please note: The information and prices shown in this brochure may have changed by the time you come to book your holiday. Whilst every effort is made to ensure the accuracy of the brochure and prices at the time of printing, regrettably errors do occasionally occur. You must therefore ensure that you check all details of your chosen holiday with your Travel Agent or with us if booking direct, at the time of booking.

#### 5.15 Common Interest Groups

From time to time we may invite various affinity groups of people onto our ships. Affinity groups are people with shared interests who choose to travel together. This may include on dates when you are sailing with us. Although we envisage that this will not affect the overall normal day to day operation of the ship, there may be occasions when certain facilities are unavailable to you whilst these groups are on board.

#### PRIVACY STATEMENT

For the purposes of the Data Protection Act 1998, we, Royal Caribbean Cruise Line A/S are a data controller. In order to process your booking, we need to collect certain personal details from you. These details will include, where applicable, the names and addresses of party members, credit/ debit card or other payment details and special requirements; such as those relating to any disability or medical condition which may affect the chosen holiday arrangements, and any dietary restrictions which may disclose your religious beliefs. We may also need to collect other personal details such as your nationality, citizenship, gender and passport details in addition to the details mentioned above. If we need any other personal details, we will inform you before we obtain them from you. We need to pass on your personal details to the companies and organisations that need to know them so that your holiday can be provided (for example your airline, hotel, other supplier, credit/debit card company or bank). We may also be required, either by law or by applicable third parties (such as Immigration Authorities) to disclose your details for various reasons; for example in the interests of protecting national security.

However, such disclosures will only be made if permitted by the Data Protection Act 1998. Such companies, organisations and third parties may be outside the European Union, Norway, Iceland or Liechtenstein if your holiday is to take place or to involve suppliers outside these countries. We would also like to store and use your personal details for future marketing purposes, (for example sending you a brochure or details of a promotion). All details you give us in connection with your booking (including those relating to any disability or medical condition or your religious beliefs) will be kept confidential. However, we will use only names and contact details for marketing purposes. Occasionally, we may sell clients' names and addresses to other companies or organisations that offer goods or services, which we feel, may interest you. If you do not want us to do any and/or all of these things, please let us know as soon as possible. We are entitled to assume you do not object to our doing any of the things mentioned in this statement unless you tell us otherwise in writing.

Except where expressly permitted by the Data Protection Act, we will only deal with the personal details you give us as set out above unless you agree otherwise. We have appropriate security measures in place to protect this information.

You are generally entitled to ask us (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We will charge a fee to respond to such a request. We promise to respond to your request within 40 days of receiving your written request and fee. In certain limited circumstances, we are entitled to refuse your request. If you believe that any of your personal details, which we are processing, are inaccurate or incorrect please contact us immediately.

##### CCTV (Closed Circuit Television).

We also use CCTV to monitor images on all Royal Caribbean International ships for the purpose of crime prevention and the safety of our guests; we will usually store these images for up to three months. For further information please contact Royal Caribbean International.

#### SHIP CODES

Adventure of the Seas	AD	Majesty of the Seas	MJ
Allure of the Seas	AL	Mariner of the Seas	MA
Brilliance of the Seas	BR	Monarch of the Seas	MN
Enchantment of the Seas	EN	Navigator of the Seas	NV
Explorer of the Seas	EX	Oasis of the Seas	OA
Freedom of the Seas	FR	Radiance of the Seas	RD
Grandeur of the Seas	GR	Rhapsody of the Seas	RH
Independence of the Seas	ID	Serenade of the Seas	SR
Jewel of the Seas	JW	Splendour of the Seas	SP
Legend of the Seas	LG	Vision of the Seas	VI
Liberty of the Seas	LB	Voyager of the Seas	VY

#### CRUISINGPOWER

[www.cruisingpower.co.uk](http://www.cruisingpower.co.uk) is our easy to use Cruise Specialist Travel Agent website. It is a central source of information for Royal Caribbean International, which provides you with tools to market and sell cruises with ease and professionalism.

#### E-DISTRIBUTION HELPDISK (AUTOMATION SUPPORT)

For a password or any other assistance with automated bookings contact:

Hours: Mon – Fri: 09:00 – 17:30  
Phone: 0844 493 2073 or 01932 834 327  
Fax: 01932 820 286  
E-mail: [automation@rccl.com](mailto:automation@rccl.com)

Royal Caribbean International, Royal Caribbean, Adventure of the Seas, Allure of the Seas, Brilliance of the Seas, Enchantment of the Seas, Explorer of the Seas, Freedom of the Seas, Grandeur of the Seas, Independence of the Seas, Jewel of the Seas, Legend of the Seas, Liberty of the Seas, Majesty of the Seas, Mariner of the Seas, Monarch of the Seas, Navigator of the Seas, Oasis of the Seas, Radiance of the Seas, Rhapsody of the Seas, Serenade of the Seas, Splendour of the Seas, Vision of the Seas, Voyager of the Seas, Viking Crown Lounge, Adventure Ocean, Crown & Anchor, Golf Aho!, Latté-tudes, royalcaribbean online, Royal Connections, Royal Romance, SeaPass™, Royal Caribbean Cruise Line are trade/service marks of Royal Caribbean Cruises Ltd ©2008.

Please note: Brilliance of the Seas is operated by RCL (UK) Ltd, which is a subsidiary of Royal Caribbean Cruises Ltd.

This brochure was published in June 2009; the contents replace all previous editions. Whilst every effort is made to ensure the accuracy of the brochure at the time of printing, regrettably errors do occasionally occur, and information may have changed since printing.

#### Ships of Bahamian Registry

Royal Caribbean International is a trading name of RCCL, which is a disclosed agent of Royal Caribbean Cruises Ltd., Miami, FL. At Royal Caribbean International, we pride ourselves on the quality of our staff. We are committed to ongoing training, a part of which sometimes involves the recording of telephone calls.  
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