

## COVID-19 Health Screening and Boarding Protocols

Thursday, March 12, 2020

We are closely monitoring global developments regarding the coronavirus (COVID-19), and we are being proactive when it comes to protecting the health of our guests, crew, and the communities where we sail.

To comply with guidance from CDC, WHO, public health authorities around the world, and the Cruise Lines International Association (CLIA), we are enhancing our rigorous global boarding and screening measures to protect our guests and crew. These measures are intentionally conservative and apply to anyone boarding our ships, guests and crew alike. We apologize for the inconvenience created by these precautionary measures.

These temporary safety precautions will remain in place for a projected period of 30 days and will continued to be reviewed daily. Updates will be posted daily on this website. Until further notice, all ships in the Royal Caribbean Cruises Ltd. fleet will adopt the following health screening protocols:

Mandatory temperature screenings using digital, non-touch scanners are being conducted with guests, crewmembers, and visitors on embarkation day prior to boarding any vessel. If temperature registers about 100.4°F (38°C), the person and his/her travel companions will be referred to a secondary health screening. Guests who are denied boarding due to screening results will receive compensation.

COVID-19 presents the most serious health risks to older individuals, the immunocompromised, and those with serious, underlying medical conditions. Therefore, effective Monday, March 16,

- a. Boarding will be denied to any person age 70 or older, unless the guest provides written verification from a qualified treating physician that certifies the person has no severe, chronic medical condition and is fit to travel.
- b. Boarding will be denied to any person with a severe, chronic medical condition, including those specified by the CDC. Guests of all ages will be screened prior to boarding, regarding underlying health issues that may prevent them from sailing, i.e. chronic heart, lung, liver, or kidney disease, diabetes, HIV/AIDS, or cancer.

Regardless of nationality, boarding will be denied to:

- a. Any person who has traveled from, to or through mainland China, Hong Kong, Macau, Europe (for list of European countries see <https://presscenter.rclcorporate.com/press-release/80/schengen-area-countries/>), Iran, or South Korea 15 days prior to embarkation.
- b. Any person who has come in contact with anyone with 15-day prior travel to mainland China, Hong Kong, Macau, Europe (for list of European countries see <https://presscenter.rclcorporate.com/press-release/80/schengen-area-countries/>), Iran, or South Korea. The CDC characterizes contact with an individual as coming within six feet (2M) of a person.

- c. Any person who within 15 days prior to embarkation, has had contact with, or helped care for, anyone suspected or diagnosed as having COVID-19, or who are currently subject to health monitoring for possible exposure to COVID-19.
- d. For Caribbean Itineraries Only: The above parameters will also include Japan, Singapore and Taiwan, along with travel or contact occurring 21 days prior to embarkation.

Secondary, enhanced health screenings will be performed on:

- a. Any person who reports feeling unwell or displays flu-like symptoms.
- b. Any person who has traveled from, to or through Japan or Thailand in the 15 days prior to embarkation.
- c. Any person who is uncertain about contact with individuals who have traveled in the 15 days prior to embarkation from, to or through mainland China, Hong Kong, Macau, Europe (for list of European countries see <https://presscenter.rclcorporate.com/press-release/80/schengen-area-countries/>), Iran, South Korea, Japan, or Thailand.
- d. For Caribbean Itineraries Only: Secondary health screening parameters will include the country of Thailand for travel or contact occurring 21 days prior to embarkation.

In some cases, guests presenting certain symptoms in the specialized health screenings may be denied boarding.

All guests who are denied boarding due to these restrictions will receive compensation.

Additional restrictions may be imposed based on local circumstances. For example, certain countries may deny visas or prohibit entry based on travel history or nationality.

We have rigorous medical protocols in place to help guests and crew members who feel unwell while sailing. Our protocols include professional medical treatment; isolation of unwell individuals from the general ship population; and intensified ship cleaning, air filtration, and sanitization procedures.

We are assessing developments constantly and will update these measures as needed. Guests with questions may contact the customer care departments of our individual cruise lines or their travel professionals.

For the latest travel advisories from the CDC or U.S. State Department, please visit:

<https://wwwnc.cdc.gov/travel/page/covid-19-cruise-ship> or  
<https://travel.state.gov/content/travel/en/international-travel/before-you-go/travelers-with-special-considerations/cruise-ship-passengers.html>.