

HEALTHY AT SEA FAQ'S

CONSUMER FAQS

TESTING & SCREENING

Q. #1: What health screening measures are being taken at the terminal on boarding day?

A: At the terminal, we'll continue screening measures to ensure everyone boarding the cruise, or working at the terminal, is in good health. All guest documents, including proof of full vaccination administered two weeks prior to sailing, and a negative SARS-CoV-2 test result must be presented. Prior to embarkation, check <https://www.celebritycruises.com/health-and-safety> and government sites for specifics as the requirements vary by port. Additionally, all guests, crew, visitors and port personnel will be required to complete a Health Questionnaire and have their temperatures taken in the terminal by trained staff using touchless, handheld thermometers. Guests and crew members with temperatures of 100.4 degrees Fahrenheit or greater will undergo a secondary screening. The secondary screening is conducted by a third-party medical professional and determines if a person is eligible to sail.

Q. #2: Do I need a COVID-19 vaccine to cruise? What documents count as proof of vaccination? How far in advance do I need to get my vaccine?

A: At this time, we are requiring guests 18 years and older to be fully vaccinated for COVID-19. Each guest must submit proof of full vaccination no later than boarding day, in the form of the original vaccination record document issued by either (1) the country's health authority that administered the vaccination (e.g., U.S. CDC's Vaccination Record Card) or (2) the guest's medical provider that administered the vaccination. Electronic vaccination records will only be accepted for residents of those countries where electronic documentation is the standard issued form (e.g., a unique QR code). The vaccination record submitted to Celebrity Cruises must show that the guest is fully vaccinated. This means that the guest has completed the full cycle of required doses for the vaccine administered (e.g., received the second dose in a two-dose series), and that the guest has received the final dose at least 14 days before sailing.

Q. #3: Currently, the U.S. requires proof of a negative COVID-19 test result for those arriving into the U.S. by international air. Will Celebrity Cruises administer this test? Who pays for it?

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

We are continually evaluating these protocols and will make updates as government requirements, Healthy Sail Panel guidance, and public health standards evolve. Booked guests will be advised of the latest requirements leading up to departure.

Q. #4: If I test positive for COVID-19 within 14 days of sailing or at the pier, will I receive a refund through Covid-19 Assistance?

A: Yes, you will receive a 100% refund of the cruise fare for you and anyone in your traveling party who doesn't sail. Covid-19 Assistance does not include a refund for CruiseCare®.

TEMPERATURE CHECKS

Q. #1: Will you continue temperature checks on board?

A: No. Guests temperatures will not be monitored once on board unless they are presenting symptoms and require medical attention.

Q. #2: Do I need to use the Celebrity Cruises App to meet new safety policy requirements? What if I don't have a smartphone?

A: We strongly advise that all guests download and use the Celebrity Cruises App available for Apple and Android devices. It has been enhanced with features that are essential to a smooth and safe boarding day and cruise. These features include notifications, online check-in, the new online Guest Safety Briefing required of all guests, our Guest Health, Safety, and Conduct Policy. And the Guest Health Questionnaire to be completed by all guests before sailing.

The App offers key functionality to support guest needs throughout the sailing: important sailing details, ship maps, guest to guest chat, event and dining booking, itinerary planning, steps to assure health and safety, and more. We continually deploy additional functionality to the App. While we provide assistance for guests without access to a smartphone and the App, we highly recommend all guests download and use the App immediately after cruise booking to achieve the smoothest experience and avoid possible delays.

Q. #3: What if I am not feeling well in the days leading up to my cruise?

A: If you feel ill in the days before your cruise, you should not travel, and should contact us to re-schedule your reservation. If you booked your cruise on or before May 31, 2021, you will be protected by the Cruise with Confidence policy. Therefore, you can cancel for any reason, up to 48 hours before your sail date, and receive a 100% Future Cruise Credit. Keep in mind you will likely need to undergo a rapid antigen test for SARS-CoV-2 at your arrival airport, or at the terminal before boarding. A positive test result, or documented symptoms of communicable disease during the boarding process, will result in denial of boarding.

Q. #4: Are there any health restrictions or pre-existing condition limitations, due to COVID-19, for cruise guests?

A: Certain guests may be at an increased risk of becoming infected with SARS-CoV-2 (coronavirus). Guests of any age with certain underlying medical conditions may also be at an increased risk of developing severe COVID-19. Before booking or sailing on a cruise, please review the latest public health guidance about at-risk populations. All guests should consider their individual risk level for severe illness and make an informed travel decision on that basis. We recommend guests with a higher risk of severe illness consult with their doctor prior to booking or sailing with us.



Q. #5: What happens to my paid cruise fare if I test positive for SARS-CoV-2 before the cruise and cannot join?

A: A full refund will be processed for any guest who tests positive within two weeks of their sail date, as well as any members of their immediate traveling party who chooses to cancel.

BOARDING DAY & TERMINAL PROTOCOLS**Q. #1: What can I expect if I'm directed to complete secondary screening at the terminal? What happens if I do not pass the secondary screening?**

A: A secondary screening may be required in certain circumstances, such as registering a temperature of 100.4 degrees Fahrenheit or greater. The guest will be directed to a location where the secondary screening will be conducted in a way that ensures guest privacy.

During secondary screenings, trained third-party health care professionals will conduct additional evaluation either in person, or virtually via telemedicine technology. Secondary screenings may consist of, but are not limited to, further temperature screening(s), an in-depth medical history interview, and vital signs measurements. After conducting the secondary screening and based on the recommendation of these health care professionals, guests and their travel party may be denied boarding.

Q. #2: What happens if I or someone from my traveling party has COVID-19 or communicable disease symptoms at the terminal? Will we be able to board the cruise?

A: Should you have a fever or other symptoms of illness at the terminal, this could result in a denial of boarding for you and those in your travel party. Therefore, we strongly encourage you to monitor your health in the days leading to the cruise and cancel or change your plans if symptoms of illness should arise.

Q. #3: Besides a positive test result, are there any other reasons my traveling party or I would not be able to board the ship?

A: Aside from a positive test result, any of the following circumstances may lead to a denial of boarding for you or your party, including but not limited to:

- Failure to produce proof of full vaccination administered two weeks prior to sail date.
- Failure to affirmatively state a willingness to comply with our safety and public policies
- Prior to boarding, or at any time during the voyage, failure to comply with our safety and health policies
- A guest under the age of 18 who is unable to provide verifiable evidence of a negative SARS-CoV-2 RT-PCR test result
- A guest who provides a negative SARS-CoV-2 RT-PCR test result which we, in our sole discretion, deem unacceptable; this can include a test result from a test taken outside the valid testing window
- A guest who receives a positive result for the antigen test administered at the terminal
- Multiple temperature readings that equal or exceed 100.4 degrees Fahrenheit
- Symptoms outlined in health questionnaire are observed or documented
- Refusal to submit to secondary health screening; or a secondary health screening which results in a denial of boarding recommendation by the third-party personnel conducting the secondary health screening.

Q. #4: What is the definition of a traveling party?

A: The term "traveling party" can include guests traveling in the same stateroom or reservation; guests traveling in multiple staterooms or as part of multiple reservations; as well as guests we determine to be legally or socially related or proximate in any way, at any time prior to or during the voyage, for any duration of time. It is important to note that contact tracing may deem you or someone in your travel party a "close contact" of another guest outside your travel party if you were within 6 feet of someone who received a positive result on a COVID-19 RT-PCR test for a cumulative total of 15 minutes or more over a 24-hour period (for example, three individual 5-minute exposures for a total of 15 minutes in one day) If you are found to meet this contact threshold, certain actions may be required for your safety and the safety of your fellow guests.

Q. #5: If I'm denied boarding at the pier or arrive late, can I board the ship at the next port?

A: No, due to the specific boarding day processes required to evaluate the health of everyone onboard, we cannot have guests join the cruise downline once the sailing has embarked.

Q. #6: How long will it take to board the ship considering the new processes and protocols?

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

Q. #7: Do terminal and port employees undergo health screening?

A: Yes, terminal and port employees undergo the same daily temperature screenings and health questionnaires as all guests and crew.

Q. #8: Will I be compensated if my cruise has to return early due to confirmed SARS-CoV-2 cases onboard?

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

Q. #9: As a guest of The Retreat®, will I still have a separate check-in area and lounge area available to me?

A: Yes, we will continue to offer our guests of The Retreat® a separate check-in flow and lounge area in the terminals that offer this. This could change due to evolving screening requirements at the terminal.

Q. #11: Are there any new luggage recommendations or restrictions?

A: No, there are no changes to the luggage process at this time.

Q. #12: Are there any new policies or procedures for service animals?

A: Service dogs will continue to be welcome onboard our ships. Guests continue to be responsible for obtaining all required health documentation for the dog to depart the ship in ports of call and the final destination.



Q. #13: I have read the new health policies and procedures, and I am unsure at this time if I want to cruise. Can I change or cancel my booked cruise?

A: We're sorry to hear that. If you made your booking by May 31, 2021, it falls under our Cruise with Confidence policy, meaning you can cancel your reservation and receive a 100% Future Cruise Credit. You just need to let us know at least 48 hours before your sail date. We look forward to welcoming you onboard at a future date.

Q. #14: Where can I find the updated Guest Health, Safety and Conduct Policy and the Refusal to Transport Policy?

A: You can find the complete and up to date Guest Health, Safety and Conduct Policy [here](#). To see the complete updated Refusal to Transport policy, [click here](#).

CLEANING & SANITIZATION**Q. #1: What are your cleaning and sanitization standards on the ship? What guidelines apply, and how do you know they are sound? How is the crew trained to implement them effectively?**

A: In compliance with strict standards set by U.S. Public Health Services (USPHS) and the Vessel Sanitation Program (VSP), our ships have always been maintained using the most rigorous cleaning regimens. Now, with guidance from our Healthy Sail Panel, we have evaluated every element of our cleaning protocols and enhanced those regimens to meet medical-grade standards. All ships are thoroughly cleaned and sanitized prior to every voyage, and consistently and frequently throughout your sailing, with disinfecting cleaning agents and techniques that have been certified by health authorities as effective against SARS-Cov-2 (coronavirus). All chemicals are EPA-certified, alcohol-based, scentless and safe for the general population. High-traffic and frequently touched areas like elevators, stairways, promenades and gangway rails are cleaned frequently during busy times. Staterooms are cleaned daily and only while guests are out of the room, with particular attention paid to frequently used items and surfaces. All stateroom and housekeeping attendants will be continuously trained on the latest sanitization guidelines.

Q. #2: How are you ensuring guests are washing and sanitizing their hands?

A: Hand hygiene on board has always been a priority for us, as a proven way of helping protect the health and safety of our guests and crew, with numerous hand washing sink stations and hand sanitizer stations located throughout the ship. Now we have increased and enhanced those efforts by increasing the number of Purell® sanitizer stations around the ship by 75% and introducing Purell sanitizer wipe stations in high-touch areas.

100% FRESH, FILTERED AIR**Q. #1: How is air circulated and filtered on board? Is the air safe on board a cruise ship?**

A: On Celebrity Cruises ships, 100% fresh ocean air is continuously supplied from outside. Intake of air occurs on one side of the ship for cooling and ventilation, then the air is removed via exhaust on the opposite side of the ship. This continual intake of fresh air replaces the air in any space, with a total air change up to 12 times an hour in staterooms, and about 15 changes an hour in large public spaces. Fan coil units in your stateroom and public spaces provide an extra layer of protection, continuously scrubbing the air of pathogens, using a high-grade MERV 13 filter that captures aerosols 0.3 to 1 micron in size with ~90% efficacy— fine enough to filter aerosolized viruses. An independent study by the University of Nebraska Medical Center confirmed that cross-contamination of air between adjacent spaces is virtually impossible thanks to this powerful system.

WHILE ON BOARD**Q. #1: Where and when will physical distancing be required on board? How will this be enforced?**

A: Physical distancing should be practiced throughout your vacation, from the moment you arrive at the terminal until you return home— allowing at least 6 feet (2 meters) of space between travel parties. Signage, ground markings and crew safety ambassadors will be posted throughout the ship and terminal to kindly remind guests of distancing and other protocols. Seating in public spaces such as dining venues, theatres and pool decks will be spread out, and elevators will be limited to no more than four guests or one travel party at a time.

Q. #2: How full will the ship be? Will there be fewer guests on board than usual to promote physical distancing?

A: Yes, as we return to sailing, you will find there are fewer guests on board, giving your travel party and others more space to enjoy during your vacation. This will make physical distancing across venues a lot easier and ensure everyone will get a chance to enjoy different activities in smaller groups with plenty of spacing. Note that the number of guests on board may be adjusted in the future as situations evolve.

Q. #3: Will you still require the guest safety muster drill? How will this be conducted safely?

A: Muster drills are an important part of ensuring our guests' safety— and we're excited to introduce an entirely new approach to delivering that information, called Muster 2.0TM. This patented system streamlines the traditional muster process, making the key elements of the safety drill available right on your mobile device or stateroom TV— including reviewing what to expect, where to go in case of an emergency, and how to properly use a life jacket. After reviewing safety information on your own, you can complete the drill by visiting your assigned assembly station on the ship, where a crew member will verify that all steps have been completed and answer any questions, eliminating the need for a group drill.

Q. #4: How are my linens and towels washed to ensure they are sanitized?

A: The temperature of washers and dryers onboard follows the guidance of the U.S. CDC to ensure all laundered goods, including towels, bed linens, and cloth napkins, are fully sanitized.

Q. #5: How do new policies affect onboard activities, games, sports?

A: Most of the activities you know and love will still be available onboard— with some changes for your safety. Like smaller group sizes, extended hours or more game times, and in some cases, thoughtful reimagining to reduce interaction or touch. Some activities will be limited to you and those in your travel party. Additionally, all activity and game equipment and surfaces will be sanitized regularly.

Q. #6: Are there any experiences or venues that are closed?

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

Q. #7: Will room service still be available?

A: Yes, room service will still be available for your convenience, and as an added measure to protect the health and safety of our guests and crew, will feature contactless delivery. Additionally, between 6 a.m. and 11 a.m. complimentary Breakfast and In-Room Dining room service available.

Q. #8: What services for guests of The Retreat® will be available and what will be discontinued?

A: All of the services our guests of The Retreat® have come to expect will still be available to them, from priority boarding, to Luminae, The Retreat Lounge, The Retreat Sundeck*, and personalized Butler service. *On Edge Series and Revolutionized ships

24/7 MEDICAL CARE**Q. #1: If a guest or crew member starts feeling unwell during a voyage, what steps are taken? Can you test for SARS-CoV-2 while on the cruise, and if so, how soon do you have results?**

A: If any of our guests or crew members ever feel unwell during their sailing, they can be immediately evaluated by medical staff, with an in-stateroom visit or by video tele-consultation. Rapid SARS-CoV-2 tests can be conducted right onboard in our medical lab that allows for rapid, accurate onsite RT-PCR testing with results in under an hour, alongside a multitude of other evaluative tests. This is just one capability of our enhanced Medical Center where we've added more doctors and nurses, upgraded equipment, and a dedicated Controlled Care Center where potentially infectious guests or crew can be cared for away from general medical areas.

Q. #2: If a guest or crew member tests positive on board, what is your response plan?

A: In the event any of our guests or crew tests positive for SARS-CoV-2 on board, we have a robust, tiered response plan in place that we've developed with guidance from local authorities and leading public health experts. The tiers increase protocols and vigilance on board while providing transparent updates to guests the whole way. In partnership with local authorities, Celebrity Cruises has developed transport protocols to ensure we can get you home safely. Thanks to rapid technology-enabled contact tracing, we'll also be able to advise you in the event you had extended contact with any known case.

Q. #3: If a guest is moved to isolation, what care and amenities will be available to them?

A: Guests that test positive for SARS-CoV-2 will move to isolation staterooms that are closer to the Medical Center and will enjoy complimentary amenities like Wi-Fi and room service, along with regular visits or tele-consultations with medical staff to monitor their wellness.

Q. #4: What are the qualifications and training of your medical staff on board?

A: We have highly trained and credentialed medical teams, consisting of doctors, nurses and specialists, on both land and sea. We've added more doctors and registered nurses to each ship, as well as an Infection Control Officer who will monitor and coordinate the implementation of our infection control plan on board. And all our onboard physicians receive mandatory acute respiratory training.

Q. #5: How is the medical center equipped to handle a possible COVID-19 case? What medical services are offered on board the ship for the evaluation and treatment of COVID-19?

A: If a guest starts to feel ill, they can report the need for immediate medical attention by phone, to the nurse on duty. Our medical team will evaluate the guest in the comfort and privacy of their stateroom, by an in-person visit or by video tele-consultation and determine if a SARS-CoV-2 test is needed. Our onboard medical facilities are prepared to offer robust treatment with rapid RT-PCR testing and results onsite; state-of-the-art equipment enhancements like hospital-grade ventilators with CPAP and BiPAP capabilities; a dedicated Controlled Care Center where potentially infectious guests or crew can be cared for away from general medical areas; and more critical care beds on each ship.

Q. #6: What is the cost for onboard medical care and testing for COVID-19-related concerns?

A: Onboard SARS-CoV-2 evaluation and testing that is performed on recommendation of the onboard medical team is free of charge as well as COVID-19-related medical treatment provided while on board, should additional treatment be necessary.

WHILE ASHORE**Q. #1: Will I be required to purchase a Celebrity shore excursion while visiting ports of call?**

A: Initially guests will only be allowed off the ship in all ports on one of our curated shore excursions. These curated experiences will extend the highest health and safety standards. Most experiences are outdoors and guests will be encouraged to stay with their group. Buses will be at reduced capacity and will be sanitized frequently. Small Group Discoveries will be available and for those who would prefer to tour with their family or group, Private Journeys will be available. We're working closely with local government to comply with their requirements.

Q. #2: What types of tours will be offered to guests given the focus on physical distancing? Will any indoor attractions be featured on your shore excursions, such as museums, galleries, historic sites, etc.?

A: Curated tours offered by Celebrity Cruises will include popular activities such as shopping, sightseeing, beach days, and other destination experiences that follow our health and safety guidance. Tours will have a reduced number of participants to allow for proper distancing. Most experiences are outdoors, and guests will be encouraged to stay with their group at all times and maintain physical distancing.

For Guests looking for a more intimate experience, Small Group Discoveries will be available and for those who would prefer to tour with their family or group, Private Journeys will be available. We're working closely with local government to comply with their requirements.



TRADE FAQs

Q. #1: Are groups able to bring materials and equipment onboard for use during the cruise?

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

Q. #2: Can accommodations be made at the terminal to support the check-in process for an entire group?

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

Q. #3: Are hospitality / registration desks still permitted?

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

Q. #4: Will groups be allowed to bring outside gifts or goods for stateroom deliveries? Additionally, are shipboard food and beverage items still available for stateroom delivery?

A: Yes. Group members have the ability to arrange gifts to be delivered onboard, regardless of whether the item originated onboard or onshore. Outside gifts/goods brought onboard must be sealed properly in a plastic bag which can be sanitized prior to delivery. No outside food products will be accepted.

Q. #5: Are the onboard conference centers still accessible to host group meetings and events?

A: Absolutely. The onboard conference rooms are an ideal location for meetings and events. Additional sanitization measures will be introduced, including the elimination of table linens, the disinfecting of tables and chairs, the discontinuation of self-serve food items, the appropriate spacing of seat/table placement to ensure physical distancing, and the implementation of intense cleaning measures when preparing the room for new groups.

Q. #6: What are the cleaning protocols for borrowed equipment such as presentation clickers, pointers, microphones, etc?

A: AV equipment will be sanitized between meetings. Sanitation wipes will be provided for instances where an item(s) is passed from one speaker to the another.

#7: Will you allow back to back sailings for guests that would like to take a longer cruise?

A: Unfortunately at this time we will not be allowing back to back sailings, please continue to check in with us for updates.