



February 6, 2020

Dear Valued Travel Partner,

We are closely monitoring global developments regarding the coronavirus, and we are fully focused on protecting the health and safety of our guests and crew. After consultation with CDC, WHO and other public health authorities, we are implementing several measures to protect guests and crew. These steps are intentionally conservative, and we apologize that they will inconvenience some of our guests.

Until further notice, all ships in the Royal Caribbean Cruises Ltd. fleet will adopt these health screening protocols:

1. Regardless of nationality, we will deny boarding to any individual who has travelled from, to or through mainland China or Hong Kong in the past 15 days. These guests will receive full refunds.
2. There will be mandatory specialized health screenings performed on:
  - a. Guests who have been in contact with individuals who have traveled from, to or through mainland China or Hong Kong in the past 15 days;
  - b. All holders of China or Hong Kong passports – regardless of when they were last in China or Hong Kong;
  - c. Guests who report feeling unwell or demonstrate any flu-like symptoms;
  - d. Any guest presenting with fever or low blood oximetry in the specialized health screening will be denied boarding.
3. These standards also apply to all employees, crew members and contractors of RCL.

We have rigorous medical protocols in place to help passengers and crew members who feel unwell while sailing. Our protocols include professional medical treatment; quarantine 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 department of our individual cruise lines.

If your clients traveled to, from, or through, mainland China or Hong Kong, please contact us immediately at **1-844-418-6824** in North America or **(316) 554-5961** worldwide. You can also visit [www.celebritycruises.com/contact-us](http://www.celebritycruises.com/contact-us) for a complete list of global contact information.

### **Itinerary Modifications**

- We have modified all China and Hong Kong sailings onboard Celebrity Millennium through the end of March. Guests on modified cruises may opt to receive a 100% Future Cruise Credit.

- The Celebrity Millennium voyage of 2/1, departing from Singapore, has been modified and will now also debark in Singapore on 2/15 instead of Hong Kong.
- The Celebrity Millennium voyage of 2/15, originally departing from Hong Kong, has been modified and will now embark in Singapore on 2/15.
- The Celebrity Millennium voyage of 2/29, departing from Singapore, has been modified and will now debark in Tokyo on 3/14 instead of Hong Kong.
- The Celebrity Millennium voyage of 3/14, originally departing from Hong Kong, has been modified and will now embark in Tokyo on 3/14.
- The Celebrity Millennium voyage of 3/28, originally departing from Shanghai, has been modified and will now embark in Singapore on 3/28.
- After further consultation with public health authorities and medical experts, we have decided that any guest, or crewmember, who has traveled to, from, or through China or Hong Kong within 15 days of departure will be unable to board our ships – this includes guests who had connecting flights in China or Hong Kong.
- As a result, it is imperative that all guests check their air travel itinerary closely to ensure they do not transit through any gateway in China or Hong Kong. Guests who have air travel booked through Flights by Celebrity will be re-accommodated on alternate routes and receive new flight information automatically. Guests with independent air travel arrangements need to contact their air carriers directly to make all required adjustments and changes to their air travel.

### **Cancellation Policy**

#### **Millennium Sailings Out of Hong Kong and Shanghai**

**2/1 ML – Embarkation/Debarcation Singapore – MODIFIED ITINERARY (14 Nt. Taiwan, Vietnam, Philippines)**

**2/15 ML – Embarkation/Debarcation Singapore – MODIFIED ITINERARY (14 Nt. Southeast Asia)**

**2/29 ML – Embarkation Singapore / Debarcation Tokyo – MODIFIED ITINERARY (14 Nt. Southeast Asia)**

**3/14 ML – Embarkation Tokyo / Debarcation Singapore – MODIFIED ITINERARY (14 Nt. Japan & South Korea)**

**3/28 ML – Embarkation Singapore / Debarcation Tokyo – MODIFIED ITINERARY (13 Nt. Southeast Asia & Japan)**

- Guests who no longer wish to sail onboard the Millennium for the modified voyages of (2/1, 2/15, 2/29, 3/14, or 3/28) may cancel their booking and receive a 100% Future Cruise Credit to sail on another date.

- Alternatively, they may continue to sail on the new itinerary and receiving up to \$500 person reimbursement for any airline flight change fees incurred.
- Any guest who has travelled from, to or through mainland China or Hong Kong in the past 15 days will be cancelled and receive 100% refunds – this includes guests who had connecting flights in China or Hong Kong.
- We will follow all international market legal rules regarding required 100% refunds as opposed to future cruise credit.

**Boarding Denied - Guests denied boarding either from coronavirus symptoms or having traveled through Wuhan/Hubei**

- 100% Refund.
- No other compensation.
- Only Exception – 1 night hotel to figure out their travel

We sincerely apologize for any inconvenience this situation may cause. Your clients' safety and well-being are our highest priority. We know how important their vacation time is and we're confident these changes will deliver a more satisfying vacation experience.

Sincerely,

**Celebrity Cruises**