

## **GUEST CONDUCT POLICY**

Throughout its history, Royal Caribbean International has provided its guests with a wide variety of cruise experiences that lead to exceptional holidays. Whether it's our professional and friendly crew, our unmatched fleet of ships, our almost endless variety of activities, our extensive list of beautiful and exotic destinations and excursions, our exciting entertainment, or our wide variety of delicious food, you will find many reasons why your Royal Caribbean cruise holiday will be one of the best you have ever experienced.

You may also find that one of the most amazing parts of your cruise experience will be the many rich and varied cultures represented among our guests. This offers a chance to learn about different parts of the world and to make new friends. But just as a new friend can enhance your holiday experience, some guests may behave in ways that you find unusual or undesirable. Since our guests do come from different backgrounds, it is important that everyone has a common understanding of the behavioural standards in place on Royal Caribbean International ships.

This Guest Conduct Policy is intended to help ensure that all guests are able to participate in a safe and enjoyable cruise experience and sets forth standards of conduct for guests to follow throughout their Royal Caribbean cruise holiday, including transfers to and from ships, inside terminals, while on board, at ports-of-call, during shore excursions and at our private destinations. This policy is not intended to be all inclusive, and it is likely that there will be conduct issues that it does not specifically address. In that event, as in all others, the ship's Captain will take the appropriate action to ensure the safety, security and well-being of our guests. In addition to this policy, there are also United States and foreign laws that apply to Royal Caribbean guests.

### **Safety and Security**

Safety and security are everyone's responsibility. Should anyone become aware of any unsafe or possibly illegal behaviour during their cruise, they should immediately report this to the ship's Security Staff or other ship management. This may be done through ship's telephone or by seeking the assistance of a crew member.

## **Guest Conduct**

### **Guest and Crew Interaction**

Our crew members are friendly, outgoing and helpful, and they will do their very best to make your holiday as enjoyable as possible. Please do not misinterpret their friendliness. Crew members are prohibited from engaging in physical relationships with guests. Crew members are not permitted to socialise with guests beyond their professional duties, and are not permitted to be in guest staterooms, except for the performance of their shipboard duties. Guests are expected to respect these policies and are similarly prohibited from engaging in physical relationships with crew members. Guests are not permitted in any restricted or crew area of the ship, including crew staterooms and corridors.

### **Verbally Abusive or Offensive Language**

Verbally abusive or offensive language directed towards anyone, including guests, crew members, governmental officials or others is not permitted.

### **Inappropriate or Abusive Behaviour**

Inappropriate or abusive behaviour including uninvited physical contact, solicitation, harassment, vandalism, theft, violence, use of fake/false identification, underage drinking (see the alcohol section below), providing alcohol to those under the age of 21 (see the alcohol section below), possession of illegal substances/items or any other illegal or offensive conduct is not permitted.

### **Unsafe Behaviour**

Sitting, standing, laying or climbing on, over or across any exterior or interior railings or other protective barriers, or tampering with the ship's equipment, facilities or systems designed for guest safety is not permitted. Guests may not enter or access any area that is restricted and for the use of crew members. Any other unsafe behaviour, including failure to follow security instructions, is not permitted.

### **Discourteous or Disruptive Behaviour**

Pool, deck and theatre chairs may not be reserved. Topless sunbathing is not permitted except on selected itineraries, and then it will only be allowed in designated areas (contact Guest Services for details). Boom boxes or loud radios are not permitted. Roller blades, roller skates, skateboards, scooters, surfboards, bicycles and similar items may not be utilised on board (except for mobility aids related to special needs, as approved by the ship's medical staff).

### **Smoking**

For the comfort and enjoyment of our guests, our ships are designated as non-smoking, however, we recognise that some of our guests smoke. Therefore, to provide an onboard environment that also satisfies smokers, we have designated certain areas of the ship as 'smoking areas'. Generally, smoking is not permitted except in designated areas. (Contact Guest Services for additional details.)

Smoking is **not** permitted inside **any** guest stateroom; however guests with balconies may smoke on their balcony. If a guest is in violation of this policy, a cleaning fee of USD 250 will be applied to their SeaPass account and they may be subject to further action pursuant to the 'Consequences Section' of this Guest Conduct Policy.

Smoking **is** permitted in many of our lounges and on open air decks on the starboard side of the ship.

Royal Caribbean International kindly asks all guests to please observe the non-smoking areas and to refrain from smoking pipes or cigars in any of the public areas. These requests are made to provide a comfortable shipboard environment for everyone.

Where permitted, cigarettes, cigars and pipe tobacco must always be properly disposed of and never thrown overboard. A guest must be at least 18 years of age to purchase, possess or use tobacco products onboard.

### **Curfews**

The ship's management reserves the right to enact curfews on an individual, a group or on a ship-wide basis, if in the sole judgment of the ship's Captain, such steps become necessary to ensure guest or crew safety.

### **Disembarking from a Ship**

Parents or guardians must not permit any guest in their care under the age of 18 to leave a ship in any port without responsible adult supervision.

## **Parental and Guardian Responsibility**

For the purpose of this Guest Conduct Policy, a minor is defined as anyone under the age of 21. Parents and guardians are responsible for the behaviour and appropriate supervision of their accompanying minor(s) throughout their holiday. This obligation applies during transfers to and from ships, inside terminals, while on board, at our ports of call, during shore excursions and at our private destinations. This responsibility applies at all times, regardless of whether the parents and guardians are physically in the company of their minor(s).

## **Alcohol**

Royal Caribbean guests are expected to be responsible for their actions at all times, including during transfers to and from ships, inside terminals, while on board, at our ports of call, during shore excursions and at our private destinations. Consuming alcohol to excess impairs one's judgment and reduces one's ability to recognise and avoid potentially dangerous situations. Guests who choose to consume alcohol must do so responsibly.

The minimum drinking age for all alcoholic beverages on Royal Caribbean International ships is 21. A guest's age is established upon embarkation (at the beginning of the cruise). If a guest celebrates their 21<sup>st</sup> birthday during the cruise, the guest may thereafter ask the Guest Services Manager to modify the ship's records to permit their consumption of alcohol during the remainder of the cruise. The guest will be required to appear at Guest Services with his or her parent or guardian and to present a government issued form of identification to establish that the guest's 21<sup>st</sup> birthday was celebrated during the cruise. The ship's staff may refuse to serve alcoholic beverages to any guest who does not consume alcohol responsibly and may request the verification of a guest's age to determine whether they are of age to consume alcohol pursuant to this policy.

No guest under age 21 may possess or consume alcohol during transfers to and from ships, inside terminals, while on board or at our private destinations. Should a parent or guardian choose to permit their minor(s) to consume alcohol while ashore during a port of call or an excursion (where local laws permit), they remain accountable for ensuring that the minor(s) consume responsibly and retain their ability to recognise and avoid potentially dangerous situations when they return to the ship.

On cruises embarking in a country where the legal drinking age is lower than 21, a parent who is sailing with his or her 18-to-20-year old minor son or daughter, may be permitted to sign a waiver allowing the minor to consume alcoholic beverages. The authorising parent and the minor must agree to be responsible for ensuring that the minor will consume alcohol responsibly and otherwise comply with the Guest Conduct Policy, including among other things, not providing alcoholic beverages to any other person, regardless of age.

Guests are not permitted to bring alcoholic beverages on board for consumption or any other purpose. Alcoholic beverages that are purchased from onboard shops or in ports-of-call (which must be presented to security upon re-boarding), will be secured by the ship's personnel and delivered to the guest's stateroom just prior to the conclusion of the cruise. Security may inspect containers (water bottles, soft drink bottles, mouthwash, luggage, etc.) at any time, and those concealing or attempting to conceal alcohol will be subject to action pursuant to the 'Consequences Section' of this Guest Conduct Policy. Guests under the age of 21 who possess alcohol in violation of this policy will not have the alcohol returned to them and the appropriate consequences will be considered, including but not limited to, the loss of privileges to use the disco or other areas or facilities of the ship.

Guests who violate any alcohol policy, including but not limited to underage drinking; providing alcohol to minor(s); possessing, concealing or attempting to conceal alcoholic items in their luggage, when boarding, or while on board; or failing to consume alcohol responsibly, will be considered for discipline under the provisions of this policy.

## **Prohibited Items**

### **Items with Heating Elements or Open Flames**

Certain items that generate heat or produce an open flame are not permitted on the ship. This includes clothing irons, hotplates, candles, incense and any other item that may create a fire hazard. Curling irons and hair dryers are allowed.

### **Drugs or Other Illegal Substances**

No illegal drugs or other illegal substances are allowed on board or may be utilised during a Royal Caribbean cruise holiday, including during transfers to and from ships, inside terminals, while on board, at our ports of call, during shore excursions or at our private destinations. Illegal drugs or substances will be confiscated and the appropriate action taken, which may include removal from the ship and the involvement of the appropriate

authorities. In addition, foreign governments at Royal Caribbean ports of call have strict laws that address drug possession. Guests found in violation of such laws are subject to arrest and prosecution by the foreign jurisdiction (and perhaps the United States or other authorities as well) and may be prevented from re-boarding the ship.

### **Weapons, Explosives or Other Dangerous Items**

No weapon, explosive, or other item that presents a risk of harm to persons or property, are permitted on board. They will be confiscated and the appropriate action taken. Items such as diving knives must be reported to the ship's personnel at embarkation. They may be permitted on board, but will be held in safe custody by the ship's Security staff when not in use ashore.

## **Health and Environment**

### **Hand Washing**

Guests are strongly encouraged to wash their hands with soap and hot water after using the lavatory and before eating or handling food. Medical experts say that this is one of the best ways to prevent illnesses from starting or spreading.

### **Illnesses and the Isolation of Guests**

Royal Caribbean International follows practices and maintains policies that seek to prevent illnesses from affecting our guests. One of the best ways to prevent the spread of contagious illnesses like gastro-intestinal viruses, colds and flu is to wash your hands thoroughly for at least 20 seconds with soap and hot water after using the lavatory and again before eating anything. In the event that you experience symptoms that indicate a gastro-intestinal illness, such as diarrhoea or vomiting, or know of someone experiencing these symptoms, you must advise the medical staff immediately. In addition, some gastro-intestinal illnesses remain contagious for up to 72 hours or more after the symptoms subside; therefore, if you or someone you know has experienced such an illness just prior to your cruise, you must immediately notify the ship's medical staff. This will permit the crew to take steps to reduce the chance that your illness will spread to others on the ship. Failure to immediately report a contagious illness to the ship's medical staff, or to accurately describe its onset, greatly increases the likelihood that the illness will spread to others and is a violation of this Guest Conduct Policy. In the event of a contagious illness, the ship's crew will take steps to curtail its spread to other guests, including if necessary, the steps set forth in the Consequences Section below.

### **Royal Caribbean International's Save the Waves Programme and Rubbish/Waste Disposal**

Royal Caribbean maintains a Save the Waves Programme that focuses on three key principles: Reducing the creation or generation of waste materials; recycling as much as possible; and ensuring the proper disposal of remaining waste. Rubbish should be properly disposed of in the containers provided throughout the ship or in the wastebaskets provided in each stateroom. Rubbish or other foreign objects should never be flushed down a toilet and guests are not permitted to discard any item overboard.

## **Dining Area Dress Codes**

### **Dining Rooms and Speciality Restaurants**

No bare feet, caps, vest tops or bathing suits are permitted in these areas. Shorts are not allowed during dinner.

### **Windjammer Café**

No bare feet are allowed. Vest tops and caps are not allowed during dinner.

## Age Policies

Facility	Age Requirements
Solarium	Age 16 and over*
Adventure Ocean and Teen Facilities	Ages 3 to 17, with age-specific sections.
Theatre	Under 16s must be accompanied by a parent or adult guardian
Pools**	Guests must be fully toilet trained to enter the pools or whirlpools. Therefore, guests in nappies, pull-ups or swimmers may not use the pools or whirlpools, even if accompanied by a parent or adult guardian**
Whirlpools **	Under 16s must be accompanied by a parent or adult guardian**
Ports-of-call	Under 18s must be accompanied by a parent or adult guardian
Bingo / Horse Racing	Under 18s must be accompanied by a parent or adult guardian
Fitness Centre (Gym)	Age 16 and over
Day Spa	Age 18 and over Ages 13 to 17 may only be present while participating in scheduled treatments
Adult Night Club / Disco	Age 18 and over (see the alcohol policy)
Casino***	Age 18 and over (except Alaska***)
Ice Skating Rink (Voyager/Freedom family of ships)	Adults and Children of all ages

\* During inclement weather and select hours, the ship may permit the Solarium Pool (if covered) to be used by persons under the age of 16 provided they are directly supervised by a parent or guardian.

\*\* United States Public Health Department Policy (USPH) prohibits persons who are not toilet trained or who use nappies, pull-ups or swimmers from using pools or whirlpools. On the Freedom family of ships, the USPH has approved the Baby Splash Zone for use by children in nappies, pull-ups or swimmers.

\*\*\* For all Alaska itineraries, guests must be 21 years of age or older to gamble in the casino.

## Consequences

Failure to act in accordance with this policy may result in:

- Intervention by Security, other management personnel or law enforcement
- Removal of certain onboard privileges, which may include being detained, quarantined or confined in a stateroom or holding cell
- Confiscation of illegal/contraband/prohibited items (may be turned over to the law enforcement authorities)
- Denial of boarding on the current or any future Royal Caribbean cruise
- Reporting of the incidents to government and law enforcement authorities for follow-on legal action
- **Removal from a ship at the next port of call.** Guests removed from a Royal Caribbean International ship pursuant to this policy, are responsible for their own accommodations and transportation home, at their expense. Documentation requirements for re-entry into the guest's home country are also the responsibility of the guest.

Establishing and articulating a Guest Conduct Policy helps to ensure that all guests are able to enjoy a fantastic, safe and secure cruise experience. Royal Caribbean International appreciates your support of this policy and hopes that this will be the best holiday you have ever had.