

**DENNIS DEFENDI  
SUZANNE DEFENDI**



**9 NIGHT ALASKA NORTHERN GLACIER CRUISE  
RADIANCE OF THE SEAS 17 MAY 2017**

# **GUEST TICKET BOOKLET**

**IMPORTANT NOTICE TO GUESTS:**

Your Cruise/Cruisetour Ticket Contract is contained in this booklet. The Contract contains important limitations on the rights of passengers. It is important that you carefully read all the terms of this Contract, paying particular attention to section 3 and sections 9 through 11, which limit our liability and your right to sue, and retain it for future reference. This Agreement requires the use of arbitration for certain disputes and waives any right to trial by jury to resolve those disputes.



[www.RoyalCaribbean.com](http://www.RoyalCaribbean.com)



# Cruise Summary

THIS BOOKLET HAS BEEN PREPARED FOR	CROWN & ANCHOR MEMBERSHIP	PREPAID GRATUITIES	TRAVEL PROTECTION PROGRAM
DENNIS DEFENDI	320378539-DIAM	Yes	Yes
SUZANNE DEFENDI	320378542-DIAM	Yes	Yes

## 9 NIGHT ALASKA NORTHERN GLACIER CRUISE

<p><u>CRUISE SUMMARY</u></p> <p><b>RESERVATION ID:</b> 7883773</p> <p><b>GROUP ID:</b> Not Applicable</p> <p><b>SHIP NAME:</b> RADIANCE OF THE SEAS</p> <p><b>BOARDING DATE:</b> 17 MAY 2017</p> <p><b>STATEROOM #:</b> 4056</p> <p><b>DECK #:</b> 4</p> <p><b>CATEGORY:</b> H</p> <p><b>DINING:</b> 5:30 PM</p>	<p><u>EMBARKATION</u></p> <p><b>BOARDING DATE:</b> 17 MAY 2017</p> <p><b>SAILING FROM:</b> VANCOUVER, BRITISH COLUMBIA</p> <p><b>TERMINAL INFO:</b> Canada Place</p> <p><b>CHECK-IN BETWEEN:</b> 11:00 AM - 4:00 PM</p> <p><u>DISEMBARKATION</u></p> <p><b>DISEMBARK DATE:</b> 26 MAY 2017</p> <p><b>DISEMBARK PORT:</b> SEWARD, ALASKA</p>
<p><b>Cruise Itinerary</b></p> <p>The cruise itinerary may change as conditions warrant.</p> <p><b>Prior To Boarding:</b> For questions regarding itinerary changes due to weather or other current events, guests may call our Customer Relations Department at +1.800.327.6700 or visit the 'Before You Board' section of our website <a href="http://www.RoyalCaribbean.com">www.RoyalCaribbean.com</a></p> <p><b>Once Onboard:</b> Refer to the ship's daily program for the latest updates.</p>	<p><b>Ship Check-In</b></p> <p>Royal Caribbean International will deny boarding to those guests without the proper travel documents / visas or those arriving after the check-in hours noted above.</p> <p>No refunds will be given to individuals who fail to bring the proper travel documents or show up late.</p>
<p><b>Travel Protection Program</b></p> <p>If you purchased Travel Protection before October 1 and you are sailing before December 31, 2016, please click: <a href="http://www.royalcaribbean.com/content/en_US/pdf/RCC-Version-4-8-2016.pdf">www.royalcaribbean.com/content/en_US/pdf/RCC-Version-4-8-2016.pdf</a></p> <p>If you purchased Travel Protection on/after October 1, 2016 AND you are sailing on/after January 1, 2017, please click: <a href="http://www.archinsurancesolutions.com/coverage/Royal">www.archinsurancesolutions.com/coverage/Royal</a></p>	<p><b>Online Check-In</b></p> <p>Please complete online check-in at <a href="http://www.RoyalCaribbean.com/onlinecheckin">www.RoyalCaribbean.com/onlinecheckin</a> no later than 3 days prior to the sailing date.</p> <p>Remember to print your SetSail Pass and bring it with you in order to board the ship.</p> <p>Additional check-in forms will need to be completed at the pier if online check-in is not completed.</p>

### Important Travel Information

All non - U.S. citizens that do not require a visa to enter the U.S. (with the exception of citizens of Canada and Bermuda) MUST have a valid ESTA in order to board the cruise ship. Royal Caribbean International may deny boarding to affected guests who are unable to provide a valid ESTA during ship check-in formalities. No refunds will be given to individuals who fail to bring the proper travel documents.

### Electronic Travel Authorization (eTA)

Canadian government will require an Electronic Travel Authorization (eTA) for current visa-exempt nationals to enter the country by air. For more information and specific requirements please visit [www.cic.gc.ca/english/visit/eta-start.asp](http://www.cic.gc.ca/english/visit/eta-start.asp)



# Embarkation Letter

Dear Radiance of the Seas Guest,

Royal Caribbean Cruises is writing to provide you with important information regarding your upcoming sailing on the Radiance of the Seas out of Vancouver, Canada on May 17, 2017.

Radiance of the Seas will be docked at Canada Place along with two other vessels. Due to the increased number of guests from all three ships, port officials are estimating the disembarkation process will take longer than usual.

Check-in for your cruise will take place from 11:00 AM to 4:00 PM at the cruise terminal. Since there are three cruise ships at Canada Place on May 17th, all guests will need to meet at the Convention Centre Hall C (over Canada Place) where guests will be organized into small groups prior to proceeding to the cruise terminal. Once at the terminal, guests will proceed through security and then through U.S. Customs and Border Protection (CBP) prior to boarding the ship. Please note that guests from all three ships will be processed through a single security and CBP area. Guests may experience delays.

We encourage guests to enjoy all that Vancouver has to offer, including its amazing sights before boarding Radiance of the Seas. We look forward to welcoming guests within this recommended time frame to deliver the best check-in and boarding experience possible.

Royal Caribbean International sincerely apologizes for any inconvenience this may cause guests, and appreciate your cooperation and understanding.

We look forward to welcoming you on board.

Sincerely,

Royal Caribbean International



# Travel Summary

## Cruise Itinerary

DAY	DATE	PORTS-OF-CALL	DOCK OR TENDER	ARRIVE	DEPART
WED	17 MAY	VANCOUVER, BRITISH COLUMBIA	D		5:00 PM
THU	18 MAY	CRUISING	C		
FRI	19 MAY	MISTY FJORDS (CRUISING)	C	7:00 AM	12:00 PM
FRI	19 MAY	KETCHIKAN, ALASKA	D	1:30 PM	8:00 PM
SAT	20 MAY	SITKA, ALASKA	D	11:00 AM	8:00 PM
SUN	21 MAY	HAINES, ALASKA	D	12:00 PM	10:00 PM
MON	22 MAY	SKAGWAY, ALASKA	D	7:00 AM	10:00 PM
TUE	23 MAY	JUNEAU, ALASKA	D	7:00 AM	8:00 PM
WED	24 MAY	ICY STRAIT POINT, ALASKA	D	6:30 AM	3:00 PM
THU	25 MAY	HUBBARD GLACIER (CRUISING)	C	7:00 AM	11:00 AM
FRI	26 MAY	SEWARD, ALASKA	D	5:00 AM	

## Post-Cruise Ground Arrangements

DAY	DATE	ITINERARY	ARRIVE	DEPART
	---	Transfer from Pier		

## For Any Day Of Travel Concerns You May Have, Please Contact:

LOCATION	CONTACT TYPE	TELEPHONE	CONTACT
SEWARD, ALASKA	Meet and Greet	+1.907.375.6321	Premier Alaska Tours
VANCOUVER, BRITISH COLUMBIA	Meet and Greet	+1.604.844.2840	Intercruises Shoreside & Port Services
UNITED STATES	Travel Agent	7139742121	VACATIONS TO GO
UNITED STATES	Trip Interruption	+1.800.256.6649	Royal Caribbean International
UNITED STATES	Trip Interruption	+1.305.539.4107	Royal Caribbean International



# Preparing For Your Journey

---

*Please note, that this is an abbreviated Guest Ticket Booklet.*

For additional details concerning your cruise vacation, click the FLASH document button contained on the same page that provided you with this document or contact your travel agent for assistance.

Highlighting some of the additional information contained in the FLASH document:

- Getting Ready
- Guest Services Onboard
- Frequently Asked Questions

## **Take The Opportunity Now**

[ ] To review all the information contained in this document. If you have any questions, contact your travel agent.



# Travel Documents

## Passports

A valid passport book is required for international travel and for entering the United States by air. A valid passport book or other WHTI compliant document is required for domestic cruise travel in some circumstances (**see below**). We strongly recommend that all guests travel with a valid passport book, even when not required. For additional passport information visit: [www.travel.state.gov/](http://www.travel.state.gov/) If you need to obtain a passport, VisaCentral can process a passport request quickly for U.S. Citizens - often in as little as one day. See contact information below.

**Caution:** The requirements described below are government regulations and policies. They are subject to change without notice. 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 passport, visas, inoculation certificate and family legal documents, are required for boarding and reentry into the United States and other countries. For your protection your passport book expiration date should not occur within six (6) months following the voyage termination date.

### Please note:

- The name on your cruise line or air line reservation (if applicable) must match the name on your valid passport book or other identification documents (**see below**).
- 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 the proper documentation.

## International Cruise Travel

A valid passport book is required; visas are required where they apply. This includes Europe, Asia, Australia/New Zealand, and Central and South America. Please contact the Embassy (Consular Services) of each country on your sailing itinerary or the visa service of your choice for specific visa requirements, information, forms and fees for your nationality. Or, if you prefer, contact VisaCentral for this information.

## Visa Requirement / Information

Country	Visa Required	Additional Information
CANADA	Beginning March 15, 2016 (Available Now) the Canadian Government will require an Electronic Travel Authorization (ETA) for current visa-exempt nationals to enter the country by air.	U.S. nationals do not require an ETA to enter Canada; however, individuals holding a U.S. green card will require the ETA. Visit: <a href="http://www.cic.gc.ca/english/visit/index.asp">http://www.cic.gc.ca/english/visit/index.asp</a> or the visa service company of your choice to secure your ETA now.

## Domestic Travel

The Western Hemisphere Travel Initiative (WHTI) requires that all travelers entering and departing the United States, Canada, Mexico, the Caribbean and Bermuda must present a valid passport book or other Department of Homeland Security-approved travel document that establishes the bearer's identity and citizenship. Open-loop cruises (voyages that begin in one U.S. port and end in another U.S. port) will require a valid passport book or another WHTI-compliant document for entry or reentry into the United States. Closed-loop cruises (voyages that begin and end in the same U.S. port) allow U.S. citizens to travel with additional travel documents such as a birth certificate plus a government issued picture ID card (i.e., a drivers license). The name on your travel documents needs to match the name on the cruise line reservation or be linked by other legal documents such as a marriage certificate. A birth certificate, issued by a government agency (state, county, city, etc.), is an accepted travel document. A birth notice, issued by a hospital or other or other type of medical facility, is not an acceptable travel document. The name on your travel documents must match the name on your cruise reservation or be linked by a legal document such as a marriage license. For more information regarding domestic travel document requirements, visit: [www.getyouhome.gov/](http://www.getyouhome.gov/).

## Alien Registration Card (Green Card)

U.S. lawful permanent residents sailing on a domestic voyage must present their original Alien Registration Card (ARC) issued by the Department of Homeland Security or other valid evidence of permanent residence status in the United States. Only ARCs containing an expiration date (form I-551) are acceptable for travel. However, if you are holding an old edition ARC WITHOUT an expiration date, you will not be detained from entering the United States but U.S. Customs and Border Protection highly suggests that you apply for a new card before you sail. For additional information visit: [www.usimmigrationsupport.org/greencard-renewal.html](http://www.usimmigrationsupport.org/greencard-renewal.html)

## Visa Waiver / ESTA Programs

Citizens from Visa Waiver Program (VWP) countries will be required to complete an online application similar to the I-94W form and obtain an Electronic System for Travel Authorization (ESTA) approval prior to boarding a carrier by air or sea to the United States. ESTA is a pre-travel authorization program for U.S. bound travelers from Visa Waiver countries. Guests who apply electronically will be required to present their ESTA authorization approval receipt in order to board the vessel on



applicable voyages. For additional information, visit: <https://esta.cbp.dhs.gov>

**Inoculation/Health**

As detailed in our brochure, all guests must ensure they are medically fit for travel. As such, we remind you to check with your physician at least 4 to 6 weeks before sailing to make sure you are up to date with any required immunizations or vaccines you may need (including but not limited to certification of yellow fever vaccination) to ensure you will be permitted to visit each of the exciting destinations and tours on your itinerary. For further information you may contact the Centers for Disease Control & Prevention’s Traveler’s Health website at [www.cdc.gov/travel/](http://www.cdc.gov/travel/) or toll-free at 1-800-232-4636.

**Family Legal Documents**

Should the last names of the parent sailing with their minor child differ, the parent is required to present the child’s valid passport book and visa (if required) and the child’s birth certificate (original, a notarized copy or a certified copy). The name of the parent(s) and the child must be linked through legal documentation.

Adults who are not the parent or legal guardian of any minor child traveling with them are required to present the child’s valid passport and visa (if required) or the child’s birth certificate (original, a notarized copy or a certified copy) and an original notarized letter signed by at least one of the child’s parents, along with a copy of same to be collected at the time of check-in formalities. The notarized letter from the child’s parent must authorize the traveling adult to take the child on the specific cruise and must authorize the traveling adult to supervise the child and permit any medical treatment that must be administered to the child. If a non-parent adult is a legal guardian, the adult must present a certified Certificate of Guardianship with respect to the child.

**VisaCentral Contact Information**

Country of Residence	Web Address	Toll Free Telephone Number	Email Address	Royal Reference
Canada	<a href="http://www.visacentral.ca/royalcaribbean">www.visacentral.ca/royalcaribbean</a>	(888) 665-9956	<a href="mailto:rci@visacentral.com">rci@visacentral.com</a>	10026
United States	<a href="http://www.visacentral.com/royalcaribbean">www.visacentral.com/royalcaribbean</a>	(800) 858-8579	<a href="mailto:rci@visacentral.com">rci@visacentral.com</a>	44988



# NOW YOU CAN GET OUR BEST OFFER WHEN YOU BOOK ONBOARD

UP TO **\$500** INSTANT ONBOARD CREDIT\* + REDUCED DEPOSIT\* AS LOW AS **\$50** PER STATEROOM

GET UP TO \$500 INSTANT ONBOARD CREDIT TO SPEND ON YOUR UPCOMING CRUISE!

ONBOARD CREDIT PER STATEROOM			
LENGTH OF CRUISE	INTERIOR/OCEANVIEW	BALCONY/JUNIOR SUITE	GRAND SUITE AND ABOVE
5-7 Nights	\$50	\$100	\$200
8-10 Nights	\$100	\$150	\$300
11-14 Nights	\$150	\$200	\$400
15 Nights or longer	\$200	\$250	\$500

+

GET OUR LIMITED TIME NORTH AMERICA OFFER TO ENJOY ON YOUR NEXT CRUISE.

+

## AND ENJOY THESE NEXT CRUISE BENEFITS:

- Flexibility — Change your reservation to suit your needs prior to final payment
- Reservation goes back to your Travel Professional to further service your needs
- Combinable with Crown & Anchor<sup>SM</sup> exclusive savings
- Book up to three staterooms for friends or family on any cruise with the same benefits
- Choose from a broad selection of staterooms and suites

READY TO MAKE YOUR BOOKING? VISIT YOUR CRUISE SALES TEAM ONBOARD.

Travel Agent or Certified Planner  
 VACATIONS TO GO  
 Telephone Number: 7139742121

Guest Name(s):  
 DENNIS DEFENDI  
 SUZANNE DEFENDI  
 Booking ID:  
 Stateroom:

Crown & Anchor:  
 320378539-DIAM  
 320378542-DIAM  
 7883773  
 4056



NextCruise Confirmed Booking: Select your ship and sail date at the time of booking. A \$50 to \$500 non-refundable deposit per stateroom is required to partake in the Next Cruise program when booking 5+ night voyages. The deposit schedule is the same as the Onboard Credit Schedule and is determined by category of stateroom and length of voyage. Reservations may be cancelled but deposit would be forfeited as it is non-refundable. Reservations may be changed to another ship or sail date up to 90 days prior to Holiday sailings and 75 days for all other sailings. Changes to reservations are applicable primarily to US, Canadian, United Kingdom, Ireland, European & Australian guests. Not all countries follow this cancellation/change policy. Onboard credit has no cash value, is not redeemable for cash and will expire if not used by 10:00PM on the final night of the cruise. Next Cruise offers are not combinable with the following rates: Interline, Travel Agent, Travel Agent Friends and Family, weekly Sales Events, Net Rates or Shareholder Benefits. They are combinable with Crown & Anchor Balcony and Suite discounts and Exclusive Rates. We value our relationships with our Travel Partners and unless we are advised ahead of time, your Decide Now confirmed booking will be attributed to the Travel Partner associated with your current cruise booking. However if you wish to have your booking reflect an alternative arrangement, please advise at the time of booking and a form will be provided for you to sign as authorization. Amount of Instant Onboard Credit ranges from \$50 - \$500 per stateroom and is determined based on category of stateroom and length of voyage (minimum 5 night sailing). Maximum one Instant Onboard Credit per stateroom is to be applied to the current cruise. Once deposit/Instant Onboard Credit is locked in, that will fulfill the Deposit / Instant Onboard Credit for the current cruise. Once the deposit / Instant Onboard Credit is applied, the only remaining benefit is the limited time combinable North American offer at the time of booking (excluding China product). You may change your ship or sail date, but your onboard credit is subject to repayment out of your onboard deposit if you book a lower category or shorter sailing. Program applicable to new individual Royal Caribbean bookings made after March 6, 2015. Bookings may be transferred into non-contracted groups and full deposit may be required. Individual enrollment may be converted and applied to a group booking. International deposits and requirements may vary. Please see your Cruise Sales Team for details and deposit policies. For those guests that choose to have their Onboard Credit on their future voyage, if the original ship and sail date selected while onboard is changed in the future, we reserve the right to adjust the onboard credit amount to the Open Booking model between \$25 - \$100 per stateroom based on length of cruise. After the Offer Period for any North American Offer that is combinable with your Next Cruise Booking has expired, the Offer will be removed from the booking if the guest cancels and reinstates the booking, applies a fare change, or changes the ship or sail date of the booking; certain other changes to the booking may also result in removal of the Offer. At least one name must remain the same on the booking. Offer is subject to change without notice, capacity controlled, and may be withdrawn at any time. Royal Caribbean International reserves the right to correct any errors, inaccuracies or omissions and to change or update fares, fees and surcharges at any time without prior notice. ©2015 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas. 15043460 • 04/03/2015





## Port

Vancouver, British Columbia

## Pier Terminal

Canada Place

## Vancouver Pier Arrival Process

It is a requirement of the United States Customs and Border Protection that all guests departing Vancouver with a first stop in a U.S. port of call be pre-cleared for entry into the United States prior to boarding the ship. Therefore, all guests arriving at the Vancouver pier will clear United States Customs and Border Protection at the pier.

To help expedite this United States Customs and Border Protection pre-clearance process a valid passport, or other WHITI approved document is required. Please check to see if you require a VISA to travel to the United States.

## Airports

Vancouver International Airport

Travel time to pier terminal - approximately 45 minutes

## Driving

From Vancouver International Airport

Travel east out of the airport on Grant McConachie Way. Follow the Highway 99 North signs which will take you over the Arthur Laing Bridge onto Granville Street. Follow Granville Street north over the Granville Street Bridge, and take the Seymour Street exit. Proceed north to Cordova Street. Turn left and follow two blocks to stoplight, turn right on Howe Street. Follow straight to ramp entering Canada Place Pier.

From Highway 99 South

When entering Vancouver via Oak Street, follow North to Park Drive. Turn left onto Park Drive and then take a right onto Granville Street. Follow Granville Street over the Granville Street Bridge and take Seymour Street exit. Proceed North to Cordova Street. Turn left and follow two blocks to stoplight, turn right on Howe Street. Follow straight to ramp entering Canada Place Pier.

## Pier Long Term Parking

Vinci Park advance parking reservations, which are required, may be made by visiting the website at [www.vinciparkcanadaplace.ca](http://www.vinciparkcanadaplace.ca) or by phone at 1.866.856.8080.

After parking your vehicle, proceed to the Vinci Park office located on the P1 level by the 3 exit lanes to receive your parking ticket after providing your reservation number.

## Security at the Pier

Please expect delays related to security and immigration procedures when arriving at the pier to board the ship. These procedures have been designed for your safety and all attempts will be made to expedite you through the process as quickly as possible.



## Why not plan the details now so you can relax more later?

Make your Vacation as perfect as possible by pre-reserving your activities and must have amenities like spa services, speciality restaurant reservations, shore excursions and beverage packages like our wine, soda, juice and bottled water options.

### **Shore Excursions:**

Don't just see the world. Explore it. Our shore excursions can get you up close and personal with some of the most exciting destinations in the world. Experience new adventures, discover new places. Book your tours online or visit our Shore Excursion desk onboard for more information. Make this vacation one to remember.

### **Spa Services:**

Our Day Spa offers countless ways to refresh and rejuvenate your body, mind, and spirit. Indulge yourself and choose from over 150 spa therapies, including:

- Hot stone massage
- Anti-aging treatment
- Swedish and deep tissue massage
- Even facials designed specifically for men!

### **Beverage Packages:**

Quench your thirst for peace of mind and make your cruise vacation even better by pre-reserving one of our beverage packages online. Chose from fountain soda, juice and/or bottled water packages all conveniently delivered to your stateroom.

### **Specialty Restaurants & Dining Experiences:**

Choose from exquisite Italian dishes with perfect wine pairings, juicy steaks and fresh seafood, or plan a night of intrigue and enticement at our Mystery Dinner Theater. Many of our ships offer world-class onboard restaurants so you can dine in style. Reserve these specialty dining experiences today so you don't miss a moment - or a morsel.



---

## Exciting news, we have improved our Cruise Enhancements Confirmations!

As part of our ongoing commitment to improve both our guest documentation and service to guest's, Royal Caribbean International now offers new cruise enhancement confirmation documentation for all Pre Cruise purchases and On Board Credit.

Our new confirmations are sent directly via email and are always up to date with the current information in relation to your purchases and on board credit amounts, and all displayed in chronological-order and itemized in a clear and easy to understand format.

Unlike the previous version of cruise enhancement confirmations the new confirmations will be automatically updated and sent to you each time you make a purchase or amendment to any aspect of Pre Cruise purchases and on board credit.



## Shore Excursions - Don't Just See The World, Explore It...

This is your time to discover everything our ports-of-call have to offer. Why not make the most of it by planning your Shore & Land Excursions right now? There's something for everyone. Alaska and the Pacific Northwest offer a wide variety of activities from sightseeing, glacier trekking, kayaking, whale watching, enjoying local cuisine, biking, hiking and so much more.

Our shore excursions have been divided into activity types to help you choose among a wide variety of tours available.

Sightseeing from the sky is bound to give you a new perspective and Alaska is no exception with many "Flightseeing" tours available. Flightseeing tours are a spectacular way to experience the glaciers in Alaska, you can even walk on a glacier or go trekking. This region of the world is also famous for its wildlife, particularly whales, and there are many Wilderness Wildlife Tours to choose from. If you're looking for an Adventure Tour, we have ATV tours, hiking, biking, snorkeling (yes - in Alaska!), canopy tours, rafting, kayaking, and many more tours to tempt you.

And to whet your appetite, there are "Cuisine Tours" with a focus on fresh, succulent seafood (think salmon bakes, crab feasts, halibut and more). And there are plenty of Sightseeing and/or City Tours to interest you with local charm, culture and history.

Book your excursions as soon as possible as some shore excursions can accommodate a limited number of participants. Tours are sold on a first-come, first-serve basis and we recommend that you purchase them in advance of your cruise in order to avoid disappointment. Booking online also means no lines or decision-making once your cruise vacation begins.

Here are just a few of our exciting Alaska and Pacific Northwest shore excursions. You can find the rest at [www.RoyalCaribbean.com/shoreandlandexcursions](http://www.RoyalCaribbean.com/shoreandlandexcursions)

### **Juneau - Taku Glacier Lodge Flight & Feast**

Board a floatplane flying over five glaciers before landing at the historic Taku Lodge for a King Salmon feast.

### **Juneau - Glacier Flightseeing via Floatplane**

The water is your runway as you take off in a floatplane flying over five of Juneau Icefield's glaciers.

### **Skagway - White Pass Scenic Railway**

Enjoy an unforgettable journey aboard the 'Scenic Railway of the World' with views of mountains, glaciers, waterfalls, tunnels, and historic sites.

### **Ketchikan - The Great Alaskan Lumberjack Show**

Enjoy a show with the world's best lumberjacks go head to head in events such as chopping, sawing, axe throwing, log rolling, the 50 foot speed climb and more.

WHY NOT GET STARTED RIGHT NOW BY VISITING  
[www.RoyalCaribbean.com/ShoreEx](http://www.RoyalCaribbean.com/ShoreEx)



# Things To Know

## Access Needs

Royal Caribbean International welcomes guests with access needs and works hard to assist them throughout their vacation.

To receive appropriate assistance, you must notify Royal Caribbean International in writing of any disability or condition that may require advisable special accommodations. Contact the Access Department at +1.866.592.7225 or +1.954.628.9708 from outside the U.S. or email us at [special\\_needs@rccl.com](mailto:special_needs@rccl.com) or Fax +1.954.628.9622.

Guests with wheelchairs, scooters and limited mobility may have difficulty or may not be able to get on and off the ship using tenders and gangways at some ports of call. For more information please see [www.RoyalCaribbean.com/tenderaccess](http://www.RoyalCaribbean.com/tenderaccess)

## Alcohol Policy

Guests are not allowed to bring beer, hard liquor, fortified wines (vermouth, sherry, sake, and port wines) or nonalcoholic beverages onboard for consumption or any other use. Guests may bring personal wine or champagne onboard only on embarkation day, limited to two (2) bottles (no boxes) of 750 ml each per stateroom. Wine should be brought onboard via carry on if possible. Luggage containing wine or champagne will not be delivered to the stateroom and guests will need to retrieve their luggage from security once the ship has set sail. Only staterooms with at least one (1) guest over 21 years of age are eligible to bring bottles of wine or champagne onboard. Guests may request a corkscrew to use for opening bottles in their stateroom.

Additional bottles of wine beyond two (2) bottles that are brought onboard or any alcoholic beverages purchased in ports-of-call or from Shops On Board will be stored by the ship and delivered to your stateroom on the last day of the sailing.

Security may inspect the bottles and if they appear to have been tampered with, they will not be allowed to be brought onboard. Security may also inspect containers (water bottles, soda bottles, mouthwash, luggage etc.) and will dispose of containers holding alcohol. Alcoholic beverages seized on embarkation day will not be returned.

The minimum age to consume alcohol on Royal Caribbean International ships on sailings originating in North America is twenty-one (21).

The minimum age to consume alcohol on Royal Caribbean International ships on sailings from South America, Europe, Asia, Australia and New Zealand is eighteen (18). The minimum age to consume alcohol at all private destinations remains twenty-one (21) without regard to where the sailing originated.

The Company retains the right, on rare occasions, to raise the minimum age of alcohol consumption on any sailing when local laws require or permit such a modification.

Guests who violate any alcohol policies (over consuming, providing alcohol to people under the age of 21, demonstrating irresponsible behavior, or attempting to conceal alcoholic items at security and or luggage checkpoints or any other time), may be disembarked or not allowed to board, at their own expense, in accordance with the Guest Conduct Policy.

## Baggage Advice

Each guest is permitted to carry onboard the vessel or check-in only the wearing apparel and personal effects reasonably necessary for the cruise. We recommend that guests personally carry any boarding documentation (passports, visas, citizenship documents, family legal documents).

Bring an overnight bag for your last night at sea. Staff will collect your luggage the night before disembarkation and you will need an overnight bag to carry your night clothes and toiletries.

## Communications With Ship

Detailed information for communicating with the ship and onboard Internet access can be found at [www.RoyalCaribbean.com](http://www.RoyalCaribbean.com).

## Gratuities

A \$13.50 per person per day gratuity will be automatically added to each guest's SeaPass® account on a daily basis to be shared by Dining Services Staff, Stateroom Attendants and Other Housekeeping Services Personnel as well as staff from other departments who work behind the scenes to enhance the cruise experience. Suite guests will see a \$16.50 daily gratuity.

Guests who prepaid gratuities prior to boarding their cruise will not see a daily charge onboard.

An 18% gratuity is also automatically added to beverages and the mini bar. Beverage gratuities are pooled and shared by various dining and beverage service staff. An 18% gratuity is added to spa and salon purchases.

Gratuities for other service personnel are at your discretion.

## Guest Conduct Policy

For the safety and comfort of our guests, Royal Caribbean developed a Guest Conduct Policy for both adults and children. If Royal Caribbean determines that certain guests are in violation of these guidelines we may be forced to ask the offending party to leave the ship at the next available port of call. Please make sure to familiarize yourself with the guidelines which can be found on our website [www.RoyalCaribbean.com](http://www.RoyalCaribbean.com) under the Customer Services Directory.

## Infants

Infants sailing on a cruise must be at least 6 months old as of the first day of the cruise or cruisetour. However, for Transatlantic, Transpacific, Hawaii, select South America cruises/cruisetours and other select cruises/cruisetours the infant (as of the first day of the cruise/cruisetour) must be



at least 12 months old. If you require additional information, visit our website at [www.RoyalCaribbean.com](http://www.RoyalCaribbean.com). If you are affected by this policy please call us at +1.800.327.6700.

Due to public health regulations, children who are not completely toilet trained are not permitted in the pools, whirlpools or H2O zone. Children in diapers or who are not toilet trained are welcomed to use the Baby Splash Zone on select ships.

**Medical Services**

Every Royal Caribbean ship offers professional medical services – for a reasonable fee – through independently contracted, licensed (international or domestic) physicians.

**Muster Drill**

A mandatory safety drill for all guests will take place before the ship sails. This drill is designed to acquaint you with safety procedures in the event of a real emergency. On the back of your stateroom door, you will find important information and the location of your Muster Station as well as the proper use of life jacket.

**Pregnancy**

Royal Caribbean International welcomes pregnant guests, but cannot accept guests who will be entering their 24th week of pregnancy by the beginning of, or at any time during the cruise or cruisetour. All guests are required to sign a health questionnaire at check-in to ensure they are aware of our pregnancy policy. If you have already booked a cruise or cruisetour and do not meet this requirement, please contact your Travel Agent or call us at +1.866.562.7625 and request a Resolution Agent.

**Save the Waves**

Save the Waves is a Royal Caribbean International sponsored program that works to protect the ecology of the oceans that support cruising. Please refrain from throwing anything overboard, both in port and at sea, and deposit trash in the proper receptacles. We are grateful for your cooperation with this endeavor.

**Security Screening And Prohibited Items**

Royal Caribbean International's highest priority is to ensure the safety and security of all guests. In order to maintain an effective and meaningful security environment and to comply with international and national security laws, regulations and guidelines, Royal Caribbean has established strict security procedures in the seaport terminals we utilize and onboard all our vessels. These measures include screening all guests and their personal property prior to boarding. We appreciate our cooperation in this endeavor.

For the safety of our guests, certain items are not allowed onboard the cruise ship. Weapons, illegal drugs and other items that could interfere with the safe operation of the ship or the safe and secure environment of the guests and crew are prohibited. The following are examples of items that are not allowed onboard. These and other similar items will be taken by ships Security upon being found.

Prohibited items: Firearms & Ammunition, including realistic

replicas; Sharp Objects, including knives and scissors. (Note: Personal grooming items such as safety razors are allowed.) Illegal Drugs & Substances; Candles & Incense; Coffee Makers, Clothes Irons & Hot Plates; Baseball Bats, Hockey Sticks, Cricket Bats, Bows & Arrows; Illegal Drugs; Skateboards & Surfboards; Martial Arts Gear; Self Defense Gear, including handcuffs, pepper spray, night sticks. Flammable Liquids and Explosives, including lighter fluid and fireworks; HAM Radios, Dangerous Chemicals including bleach and paint; Personal Alcohol; Hookah Pipes.

**Samsung Galaxy Note 7 Update**

Please note that Royal Caribbean International does not allow Samsung Galaxy Note 7 cell phones onboard our ships. This decision was made in light of recent (October 2016) incidents and safety concerns raised by Samsung about this particular device, as well as the Federal Aviation Administration (FAA) recent ban of the phone from all airplanes. We ask that guests who own a Samsung Galaxy Note 7 not bring the device on your cruise. We appreciate your understanding and cooperation, and look forward to welcoming you aboard.

**Special Embarkation Notice**

For your comfort and your convenience we recommend that you not arrive more than 30 minutes prior to the scheduled check-in start time. Early arrivals may have a prolonged wait time in potentially warm or inclement weather conditions.

**Smoking Policy**

For the comfort and enjoyment of our guests, our ships are designated as non-smoking; however, we recognize that some of our guests do smoke. Therefore, to provide an onboard environment that also satisfies smokers, we have designated certain areas of the ship as smoking areas.

Cigarette, cigar, e-cigarette and pipe smoking is permitted in designated outdoor areas of the starboard side of all ships. To assist in locating areas where smoking is permitted, guests will find visible signage posted within all smoking areas and ashtrays that are provided for use. Outdoor areas near restricted areas, food venues, and kids play areas and pools will not allow smoking.

Casino Royale allows smoking and has a designated area for non-smoking guests. There will be visible signage indicating the non-smoking area in the casino. There are select cruises departing from China that will not have a non-smoking area in the casino.

Onboard all interior public spaces are smoke free\*. Smoking is not permitted in any dining venue, theater, bar, lounge, hallway, elevator, and jogging track.

Smoking is not permitted inside any stateroom and any stateroom balcony. This applies to all stateroom categories onboard. If a guest is in violation of this stateroom policy, a cleaning fee of \$250 USD will be applied to their SeaPass® account and may be subject to further action pursuant to the 'Consequences Section' of the Guest Conduct Policy.



Cigarettes, cigars and pipe tobacco must be properly disposed of and never thrown overboard. Cigar and pipe tobacco is limited to designated outdoor areas and Cigar Bars\*\*. You must be at least 18 years of age to purchase, possess or use tobacco onboard.

Royal Caribbean International kindly asks all guests to please observe the smoking policy. These requests are made to provide a comfortable cruise for everyone. Guest may also inquire at Guest Services for the location of the designated smoking areas onboard.

*\*Mariner of the Seas offers one indoor smoking venue. Onboard Mariner of the Seas guest can smoke at the Connoisseur Club located on Deck 5.*

*\*\*Cigar Bars on Royal Caribbean International are called the Connoisseur Club and are featured on the Freedom Class and Voyager Class ships.*

**Visitors Onboard**

No visitors are permitted onboard



# Cruise/Cruisetour Ticket Contract

## IMPORTANT NOTICE TO GUESTS

**YOUR CRUISE/CRUISETOUR TICKET CONTRACT CONTAINS IMPORTANT LIMITATIONS ON THE RIGHTS OF PASSENGERS. IT IS IMPORTANT THAT YOU CAREFULLY READ ALL TERMS OF THIS CONTRACT, PAYING PARTICULAR ATTENTION TO SECTION 3 AND SECTIONS 9 THROUGH 11, WHICH LIMIT OUR LIABILITY AND YOUR RIGHT TO SUE, AND RETAIN IT FOR FUTURE REFERENCE.**

**THIS AGREEMENT REQUIRES THE USE OF ARBITRATION FOR CERTAIN DISPUTES AND WAIVES ANY RIGHT TO TRIAL BY JURY TO RESOLVE THOSE DISPUTES. PLEASE READ SECTION 10 BELOW.**

## 1. INTRODUCTION:

This Cruise/CruiseTour Ticket Contract (the **'Ticket Contract'**) describes the terms and conditions that will apply to the relationship between the Passenger (as defined in Section 2.f below) and the Carrier (as defined in Section 2.b below) for the Vessel with respect to the Cruise or CruiseTour covered by this Agreement. Except as otherwise expressly provided herein, this Agreement supersedes any other written or oral representations or agreements relating to the subject matter of this Agreement or the Cruise or the CruiseTour but excluding the terms of the Cruise Lines International Association ("CLIA") Passenger Bill of Rights that the Vessel's Operator has adopted as a requirement of being a member of CLIA. In the event of a direct conflict between a provision of this Ticket Contract and a provision of the CLIA Passenger Bill of Rights in effect at the time of booking (the "CLIA Passenger Bill of Rights"), the CLIA Passenger Bill of Rights controls.

Purchase or use of this Ticket Contract, whether or not signed by the Passenger, shall constitute the agreement by Passenger, on behalf of himself and all other persons traveling under this Ticket Contract (including any accompanying minors or other persons for whom the Ticket Contract was purchased), to be bound by the terms and conditions of this Ticket Contract. This Ticket Contract cannot be modified except in a writing signed by a corporate officer of Operator. In addition, Guest acknowledges the availability of and Guest agrees to abide by the terms and conditions, including but not limited to certain payment terms such as minimum deposit requirements and payment due dates, which appear in the applicable Carrier brochure or online at [www.RoyalCaribbean.com](http://www.RoyalCaribbean.com). In the event of any conflict between such other brochure or website materials and this Ticket Contract, the terms of this Ticket Contract shall prevail.

## 2. DEFINITIONS:

- a. **'Agreement'** or **'Contract'** means the terms and conditions set forth in this Ticket Contract together with the Cruise or CruiseTour Fare due for Your Cruise or CruiseTour. Together, the items described in the preceding sentence shall constitute an agreement between Passenger and Operator for the Cruise or CruiseTour.
- b. **'Carrier'** shall include: (i) the Vessel, or any substituted ship; (ii) the Vessel's Operator; and (iii) with respect to the Land Tour portion of any CruiseTour, the operator of that Land Tour ('LTO') together with the owners, managers, charterers, affiliates, successors and assigns of the entities identified in subsections (i), (ii) and (iii) of this sentence. Carrier also shall include the officers, directors, employees, agents, crew or pilots of the entities identified in the preceding sentence. The exclusions or limitations of liability of Carrier set forth in the provisions of this Ticket Contract, as well as all rights, defenses or immunities set forth herein, shall also apply to and be for the benefit of agents, independent contractors, concessionaires and suppliers of Carrier, as well as owners and operators of all shoreside properties at which the Vessel or the Transport may call, as well as owners, designers, installers, suppliers and manufacturers of the Vessel or Transport, or any component parts of either, together with the employees and servants of each of the foregoing, and/or any launches, craft or facilities of any kind belonging to or provided by any of the entities identified in this paragraph.
- c. **'Cruise'** means the specific cruise covered by this document, as the same may be modified and shall include those periods during which the Guest is embarking or disembarking the Vessel and those periods when the Guest is on land while the Vessel is in port.
- d. **'Cruise Fare'** or **'CruiseTour Fare'** includes the amount due for the Cruise or Cruise Tour, whether such amounts are owing and/or have been paid by the Passenger, but does not include amounts due for other products or services such as air transportation, photographs, gratuities, telephone calls, or medical services which can be purchased separately, nor does it include government or quasi-governmental taxes and fees, whether assessed on a per passenger, per vessel, per berth or per ton basis, nor any fuel surcharges, security surcharges or similar assessments made by airlines, trains, buses, hotels or other third parties which are subject to change and are due and payable by Passenger upon request. For CruiseTours that include air travel, airfare is included in the CruiseTour Fare.
- e. **'CruiseTour'** shall mean the combined vacation package officially published and offered by Carrier, which includes the applicable cruise and associated Land Tour.
- f. **'Operator'** means the entity identified in Section 18 below.
- g. **'Passenger'** or **'Guest'** or **'Your'** means all persons traveling under this Ticket Contract and persons in their care, together with their respective heirs and representatives. **'Passenger'** shall include the plural and the use of the masculine shall include the feminine.

- h. **'Land Tour'** shall mean the land tour component of a CruiseTour to be provided either prior to the initial embarkation on the cruise or after the final debarkation from the cruise.
- i. **'Transport'** means the railcars, buses and other modes of transportation or accommodation provided by a LTO in connection with a Land Tour.
- j. **'Vessel'** means the ship owned or chartered or operated by Operator on which Passenger may be traveling or against which Passenger may assert a claim, as well as any substituted ship used in the performance of this Ticket Contract.

## 3. BAGGAGE, PROPERTY AND LIMITATIONS OF LIABILITY:

- a. **Baggage Limits and Prohibited Items.** Each adult Passenger is permitted to carry onboard the Vessel or check-in only the wearing apparel and personal effects reasonably necessary for the cruise, including suitcases, trunks, valises, satchels, bags, hangers containing clothing, toiletries and similar items. In no event shall any Passenger bring on board the Vessel or check-in, or in connection with the Land Tour, any illegal controlled substances, fireworks, live animals (except under the terms of Section 12.d below), weapons, firearms, explosives or other hazardous materials, or any other items prohibited by applicable law or Carrier policy. Carrier reserves the right to refuse to permit any Passenger to take on board the Vessel or on any mode of Transport any item Carrier deems inappropriate.
- b. **Liability for Loss of or Damage to Baggage.** Unless negligent, Carrier is neither responsible nor liable for any loss of or damage to Passenger's property, whether contained in luggage or otherwise. Liability for loss of or damage to Passenger's property in connection with any air or ground transportation shall be the sole responsibility of the provider of the service and in accordance with applicable limitations.
- c. **Limitation of Liability for Lost or Damaged Property.** Notwithstanding any other provision of law or this Agreement, Carrier's liability for loss or damage to property during the Land Tour portion of a CruiseTour is limited to \$300.00 per Passenger. Notwithstanding any other provision of law or this Agreement, Carrier's liability for loss or damage to property for the cruise (or for the cruise only portion of a CruiseTour) shall be limited to \$300.00 per Passenger, unless Passenger declares the true value of such property in writing to the Carrier at the address specified in Section 10.a below and pays Carrier within 10 days of final payment for the cruise, a fee of five percent (5%) of the amount that such value exceeds \$300.00. In such event, Carrier's liability shall be limited to its true declared value, but not exceeding \$5,000.
- d. **Limited Carriage.** Carrier does not undertake to carry as baggage any tools of trade, household goods (including but not limited to appliances and furniture) fragile or valuable items, precious metals, jewelry, documents, negotiable instruments or other valuables, including but not limited to those specified in Title 46 of the United States Code, Appendix Section 181. Each Passenger warrants that no such item will be presented to Carrier within any receptacle or container as baggage, and hereby releases Carrier from any liability whatsoever for loss of or damage to such items when presented to Carrier in breach of this warranty. In no event shall Carrier be liable for normal wear or tear of luggage or property, or loss of or damage to jewelry, cash, negotiable paper, photographic/electronic, medical or recreational equipment, dental hardware, eyewear, medications or other valuables unless they are deposited with Carrier on the Vessel for safekeeping against receipt (LTOs do not accept valuables for deposit). Carrier's liability, if any, for loss of or damage to valuables so deposited shall not exceed the amounts indicated in Section 3.c above.

## 4. MEDICAL CARE AND OTHER PERSONAL SERVICES:

- a. **Availability of Medical Care.** Due to the nature of travel by sea and the ports visited, the availability of medical care onboard the Vessel and in ports of call may be limited or delayed and medical evacuation may not be possible from the Vessel while at sea or from every location to which the Vessel sails.
- b. **Relationship with Service Providers.** To the extent Passengers retain the services of medical personnel or independent contractors on or off the Vessel, Passengers do so at their sole risk. Any medical personnel attending to a Passenger on or off the Vessel, if arranged by Carrier, are provided solely for the convenience of the Passenger, work directly for the Passenger, and shall not be deemed to be acting under the control or supervision of the Carrier, as Carrier is not a medical provider. Likewise, any onboard concessions (including but not limited to the gift shops, spas, beauty salon, art program, photography, formalwear concessions) are either operated by or are independent contractors on board the Vessel, on Transport or elsewhere and are provided solely for the convenience of Passenger. Even though the Carrier shall be entitled to charge a fee and earn a profit for arranging such services, all such persons or entities shall be deemed independent contractors and not acting as agents or representatives of Carrier. Carrier assumes no liability whatsoever for any treatment, failure to treat, diagnosis, misdiagnosis, actual or alleged malpractice,





advice, examination or other services provided by such persons or entities. Guest acknowledges that the Vessel's hair dresser, manicurist, art auctioneer, gift shop personnel, spa personnel, wedding planners and other providers of merchandise and personal services are employees of independent contractors and that Carrier is not responsible for their actions.

c. Payment for Medical or Personal Care Services. Passenger shall pay for all medical care or other personal services requested or required, whether onboard or ashore, including the cost of any emergency medical care or transportation incurred by Carrier and any costs associated with the provision of medical services as provided in the CLIA Passenger Bill of Rights. If Passenger is unable to pay and the Carrier pays for such expenses, then Passenger shall reimburse Carrier for those expenses.

5. SHORE EXCURSIONS, TOURS, FACILITIES OR OTHER TRANSPORTATION:

All arrangements made for or by Passenger for transportation (other than on the Vessel) before, during or after the Cruise or CruiseTour of any kind whatsoever, as well as air arrangements, shore excursions, tours, hotels, restaurants, attractions and other similar activities or services, including all related conveyances, products or facilities, are made solely for Passenger's convenience and are at Passenger's risk. The providers, owners and operators of such services, conveyances, products and facilities are independent contractors and are not acting as agents or representatives of Carrier. Even though Carrier may collect a fee for, or otherwise profit from, making such arrangements and offers for sale shore excursions, tours, hotels, restaurants, attractions, the Land Tour and other similar activities or services taking place off the Vessel for a profit, it does not undertake to supervise or control such independent contractors or their employees, nor maintain their conveyances or facilities, and makes no representation, whether express or implied, regarding their suitability or safety. In no event shall Carrier be liable for any loss, delay, disappointment, damage, injury, death or other harm whatsoever to Passenger which occurs on or off the Vessel or the Transport as a result of any acts, omissions or negligence of any independent contractors.

6. CANCELLATION, DEVIATION OR SUBSTITUTION BY CARRIER:

a. Carrier may for any reason at any time and without prior notice, cancel, advance, postpone or deviate from any scheduled sailing, port of call, destination, lodging or any activity on or off the Vessel, or substitute another vessel or port of call, destination, lodging or activity. Except as provided in Section 6(e) below, Carrier shall not be liable for any claim whatsoever by Passenger, including but not limited to loss, compensation or refund, by reason of such cancellation, advancement, postponement, substitution or deviation.

b. In connection with a CruiseTour, Carrier has the same right to cancel, advance, postpone or deviate from any scheduled activity, departure or destination, or substitute another railcar, bus, destination or lodging or other component of the CruiseTour. Except as provided in Section 6(e) below, Carrier shall not be liable for any claim by Passenger whatsoever, including but not limited to loss, compensation or refund, by reason of such cancellation, advancement, postponement, substitution or deviation.

c. By way of example, and not limitation, Carrier may, without liability (except as provided in Section 6(e) with respect to mechanical failures only), deviate from any scheduled sailing and may otherwise land Passenger and her property at any port if Carrier believes that the voyage or any Passenger or property may be hindered or adversely affected as a result of hostilities, blockages, prevailing weather conditions, labor conflicts, strikes onboard or ashore, breakdown of Vessel, congestion, docking difficulties, medical or life saving emergencies or any other cause whatsoever.

d. Carrier shall have the right to comply with any orders, recommendations, or directions whatsoever given by any governmental entity or by persons purporting to act with such authority and such compliance shall not be deemed a breach of this Agreement entitling the Passenger to assert any claim for liability, compensation or refund.

e. In the event that a Cruise (or the cruise component of a CruiseTour) is canceled or terminated early due to mechanical failures:

- i) Passenger shall have a right to a full refund of the Cruise Fare if the Cruise is canceled in full, or a partial refund if the cruise is terminated early;
ii) Carrier may cover or reimburse Passenger for additional costs (e.g. airline change fees) as deemed appropriate by the Carrier.
iii) If the passenger has travelled to the Vessel Passenger shall have a right to transportation (by means selected by the Carrier to the Vessel's scheduled port of disembarkation or the Passenger's home city; and
iv) Passenger shall have a right to lodging (selected by the Cruise Line) if disembarkation and an overnight stay in an unscheduled port are required due to the Cruise or cruise component of a CruiseTour being cancelled or terminated early because of such mechanical failures.

7. CANCELLATION OR EARLY DISEMBARKATION BY PASSENGER

Cancellation of Cruise or CruiseTour. Cruises that are cancelled prior to the sail date, and CruiseTours that are cancelled prior to the first day of the CruiseTour, may be subject to a cancellation charge. The amount of the cancellation charge shall be determined as shown in the table below and shall vary depending on how far in advance of the sail date (or first day of the CruiseTour) the Operator receives notice of cancellation. The table applies to Holiday Sailings as well.)

Table with 3 columns: CANCELLATION IS MADE, CANCELLATION IS MADE, CANCELLATION CHARGE. Rows include timeframes like '75 days or more' and '90 days or more' with corresponding charges like 'No charge' or 'Deposit amount'.

In the event of a cancellation of a Cruise or CruiseTour, any applicable Taxes/Fees or Fuel Supplement charges shall be refunded. For bookings made outside of the United States and Canada, a different cancellation policy may apply. Contact your local office or travel agency for details.

Cancellation notices are effective when received by the Operator.

For Passengers who have booked a CruiseTour and desire to cancel their tour portion while retaining the Cruise, refunds of the CruiseTour Fare (including any applicable supplement charges) shall be made in accordance with the following cancellation policy. Guests who convert their CruiseTours to a cruise only booking within forty-two (42) days of the start date of the tour segment of the CruiseTour will be subject to a cancellation charge. The amount of that charge varies depending on the location of the CruiseCaribbean and/or its length. For the specific amount of the charge, visit www.RoyalCaribbean.com/cancellationpolicy.

The cancellation charge policies set forth above vary for single occupancy or for the third, fourth or higher occupants in a stateroom or for groups. Consult your travel agency or call Royal Caribbean for further details.

Cancellation by the Passenger after the Cruise or CruiseTour has begun, early disembarkation of the Passenger for any reason, including pursuant to any provision of this Ticket Contract, or "no-shows" shall be without refund, compensation, or liability on the part of the Carrier whatsoever.

If Carrier received payment via credit card, the refund will be made to that credit card. If Carrier received payment from your travel agent, the refund will be provided back to that travel agent.

Carrier reserves the right to offer promotional cruise fares or other offers that may modify the cancellation policies set forth above.

For cancellations of air flights, hotel stays, transfer services, shore excursions, pre-purchased amenities, Royal Caribbean Travel Protection Program, pre-booked services (such as spa, photography or wedding services) and pre-booked arrangements such as specialty dining, see the applicable terms and conditions for any applicable cancellation charges.

8. PASSENGER'S OBLIGATION TO COMPLY WITH AGREEMENT, APPLICABLE LAWS, AND RULES OF CARRIER; QUARANTINE; INDEMNIFICATION:

a. Compliance Obligation Generally. Passenger shall at all times comply with the provisions of this Agreement, all applicable laws, and rules, policies and regulations of the Carrier, the Vessel and the Transport (as the same may be changed from time to time with or without notice). Passenger agrees not to enter any areas of the vessel designated for crew only, including crew quarters, under any circumstances whatsoever. Passenger further agrees that Carrier may prohibit or restrict Passenger from bringing any alcoholic beverages for consumption onboard the Vessel and agrees to comply with any Carrier policy covering such matters. Nothing in this Agreement shall grant to Passenger any right to market, advertise, promote, provide or sell products or services to other guests onboard the Cruise or CruiseTour and Passenger shall be prohibited from doing so.

b. Passengers are solely responsible to maintain in their possession all passports, visas and other travel documents required for embarkation, travel and disembarkation at all ports of call. Passengers assume full responsibility to determine through their travel agent or the appropriate government authority the necessary documents. Passenger agrees to provide to Carrier (at Carrier's reasonable request) any travel documents. Carrier shall return such travel documents to Passenger by no later than the end of the Cruise.

c. Passenger understands and agrees that Carrier has a zero tolerance policy for illegal activity and shall report such activity to the appropriate authorities.

d. Each adult Passenger undertakes and agrees to supervise at all times any accompanying minors to ensure compliance with the provisions of this Section 8. e. Carrier may also change accommodations, alter or cancel any activities of, deny service of alcohol to, confine to a stateroom or quarantine, search the stateroom, property or baggage of any Passenger, change a Passenger's Land Tour, disembark or refuse to embark the Passenger and/or any Passenger responsible for any minor Passenger, or restrain any Passenger at any time, without liability, at the risk and expense of the Passenger, when in the sole opinion of Carrier or Captain the



Passenger's conduct or presence, or that of any minor for whom the Passenger is responsible, is believed to present a possible danger, security risk or be detrimental to himself or the health, welfare, comfort or enjoyment of others, or is in violation of any provision of this Agreement.

f. Passenger, or if a minor, his parent or guardian, shall be liable for and indemnify Carrier, the Vessel and the Transport from any civil liability, fines, penalties, costs or expenses incurred by or imposed on the Vessel, the Transport or Carrier arising from or related to Passenger's conduct or failure to comply with any provisions of this Section 8, including but not limited to: (i) any purchases by or credit extended to the Passenger; (ii) requirements relating to immigration, customs or excise; or (iii) any personal injury, death or damage to persons or property caused directly or indirectly, in whole or in part, by any willful or negligent act or omission on the part of the Passenger.

g. Carrier shall not be required to refund any portion of the Cruise or CruiseTour Fare paid by any Passenger who fails for any reason to be onboard the Vessel or Transport by the embarkation cut-off time applicable to the specific Cruise or CruiseTour or the boarding cut-off time applicable at any port of call or destination or point of departure as the case may be, and shall not be responsible for lodging, meals, transportation or other expenses incurred by Passenger as a result thereof. Embarkation cut-off times for cruises are available at [www.RoyalCaribbean.com](http://www.RoyalCaribbean.com). Boarding cut-off times for any port of call or destination or point of departure are as announced on the applicable Cruise or Cruise Tour. Carrier shall have no obligation to any Passenger to deviate from any scheduled sailing or port of call or destination.

h. Passenger acknowledges that for certain voyages, such as a round-trip voyage commencing in a United States port, the Passenger must complete the entire voyage and that failure to do so may result in a fine or other penalty being assessed by one or more governmental agencies. Passenger hereby agrees to pay any such fine or penalty imposed because Passenger failed to complete the entire voyage and to reimburse Carrier in the event it pays such fine or penalty.

i. Carrier may refuse to transport any Passenger, and may remove any Passenger from the Vessel or Transport at any time, for any of the following reasons: (i) whenever such action is necessary to comply with any government regulations, directives or instructions; (ii) when a Passenger refuses to permit search of his person or property for explosives, weapons, dangerous materials or other stolen, illegal or prohibited items; (iii) when a Passenger refuses upon request to produce positive identification; or (iv) for failure to comply with Carrier's rules and procedures, including, for example, Carrier's Guest Conduct Policy or Carrier's policies against fraternization with crew; or (v) Guest's passage is denied by Carrier pursuant to its Refusal to Transport policy. Carrier's Guest Conduct Policy and Refusal to Transport policy are available online at [http://www.royalcaribbean.com/content/en\\_US/pdf/Guest\\_Conduct\\_Policy.pdf](http://www.royalcaribbean.com/content/en_US/pdf/Guest_Conduct_Policy.pdf) and [http://www.royalcaribbean.com/content/en\\_US/pdf/Refusal\\_To\\_Transport.pdf](http://www.royalcaribbean.com/content/en_US/pdf/Refusal_To_Transport.pdf).

j. In the interests of safety and security, Passengers and their baggage are subject to inspection or monitoring electronically with or without the Passenger's consent or knowledge.

k. If Carrier exercises its rights under this Section 8, Passenger shall have no claim against Carrier whatsoever and Carrier shall have no liability for refund, compensation loss or damages of Passenger, including but not limited to any expenses incurred by Passenger for accommodations or repatriation.

**9. FORUM SELECTION CLAUSE FOR ALL LAWSUITS; CLASS ACTION WAIVER:**

a. EXCEPT AS PROVIDED IN SECTION 10 (b) WITH REGARD TO CLAIMS OTHER THAN FOR PERSONAL INJURY, ILLNESS OR DEATH OF A PASSENGER, IT IS AGREED BY AND BETWEEN PASSENGER AND CARRIER THAT ALL DISPUTES AND MATTERS WHATSOEVER ARISING UNDER, IN CONNECTION WITH OR INCIDENT TO THIS AGREEMENT, PASSENGER'S CRUISE, CRUISETOUR, LAND TOUR OR TRANSPORT, SHALL BE LITIGATED, IF AT ALL, IN AND BEFORE THE UNITED STATES DISTRICT COURT FOR THE SOUTHERN DISTRICT OF FLORIDA LOCATED IN MIAMI-DADE COUNTY, FLORIDA, U.S.A., (OR AS TO THOSE LAWSUITS TO WHICH THE FEDERAL COURTS OF THE UNITED STATES LACK SUBJECT MATTER JURISDICTION, BEFORE A COURT LOCATED IN MIAMI-DADE COUNTY, FLORIDA, U.S.A.) TO THE EXCLUSION OF THE COURTS OF ANY OTHER STATE, TERRITORY OR COUNTRY. PASSENGER HEREBY CONSENTS TO JURISDICTION AND WAIVES ANY VENUE OR OTHER OBJECTION THAT HE MAY HAVE TO ANY SUCH ACTION OR PROCEEDING BEING BROUGHT IN THE APPLICABLE COURT LOCATED IN MIAMI-DADE COUNTY, FLORIDA.

b. CLASS ACTION RELIEF WAIVER. PASSENGER HEREBY AGREES THAT EXCEPT AS PROVIDED IN THE LAST SENTENCE OF THIS PARAGRAPH, PASSENGER MAY BRING CLAIMS AGAINST CARRIER ONLY IN PASSENGER'S INDIVIDUAL CAPACITY. EVEN IF THE APPLICABLE LAW PROVIDES OTHERWISE, PASSENGER AGREES THAT ANY ARBITRATION OR LAWSUIT AGAINST CARRIER, VESSEL OR TRANSPORT WHATSOEVER SHALL BE LITIGATED BY PASSENGER INDIVIDUALLY AND NOT AS A MEMBER OF ANY CLASS OR AS PART OF A CLASS OR REPRESENTATIVE ACTION, AND PASSENGER EXPRESSLY AGREES TO WAIVE ANY LAW ENTITLING PASSENGER TO PARTICIPATE IN A CLASS ACTION. IF YOUR CLAIM IS SUBJECT TO ARBITRATION AS PROVIDED IN SECTION 10 BELOW, THE ARBITRATOR SHALL HAVE NO AUTHORITY TO ARBITRATE CLAIMS ON A CLASS ACTION BASIS. YOU AGREE THAT THIS SECTION SHALL NOT BE SEVERABLE UNDER ANY CIRCUMSTANCES FROM THE ARBITRATION CLAUSE SET FORTH IN SECTION 10.b BELOW, AND IF FOR ANY REASON THIS CLASS ACTION WAIVER IS UNENFORCEABLE AS TO ANY PARTICULAR CLAIM, THEN

AND ONLY THEN SUCH CLAIM SHALL NOT BE SUBJECT TO ARBITRATION.

**10. NOTICE OF CLAIMS AND COMMENCEMENT OF SUIT OR ARBITRATION; SECURITY:**

a. TIME LIMITS FOR PERSONAL INJURY/ILLNESS/DEATH CLAIMS: NO SUIT SHALL BE MAINTAINABLE AGAINST CARRIER, THE VESSEL OR THE TRANSPORT FOR PERSONAL INJURY, ILLNESS OR DEATH OF ANY PASSENGER UNLESS WRITTEN NOTICE OF THE CLAIM, WITH FULL PARTICULARS, SHALL BE DELIVERED TO CARRIER AT THE FOLLOWING ADDRESS, C/O ROYAL CARIBBEAN CRUISES LTD., 1050 CARIBBEAN WAY, MIAMI, FL 33132, WITHIN SIX (6) MONTHS FROM THE DATE OF THE INJURY, ILLNESS OR DEATH AND SUIT IS COMMENCED (FILED) WITHIN ONE (1) YEAR FROM THE DATE OF SUCH INJURY, ILLNESS OR DEATH AND PROCESS SERVED WITHIN 120 DAYS AFTER FILING, NOTWITHSTANDING ANY PROVISION OF LAW OF ANY STATE OR COUNTRY TO THE CONTRARY.

b. ARBITRATION OF ALL OTHER CLAIMS: ANY AND ALL OTHER DISPUTES, CLAIMS, OR CONTROVERSIES WHATSOEVER, EXCEPT FOR PERSONAL INJURY, ILLNESS OR DEATH OF A PASSENGER WHETHER BASED ON CONTRACT, TORT, STATUTORY, CONSTITUTIONAL OR OTHER LEGAL RIGHTS, INCLUDING BUT NOT LIMITED TO ALLEGED VIOLATION OF CIVIL RIGHTS, DISCRIMINATION, CONSUMER OR PRIVACY LAWS, OR FOR ANY LOSSES, DAMAGES OR EXPENSES, RELATING TO OR IN ANY WAY ARISING OUT OF OR CONNECTED WITH THIS CONTRACT OR PASSENGER'S CRUISE, NO MATTER HOW DESCRIBED, PLEADED OR STYLED, SHALL BE REFERRED TO AND RESOLVED EXCLUSIVELY BY BINDING ARBITRATION PURSUANT TO THE UNITED NATIONS CONVENTION ON THE RECOGNITION AND ENFORCEMENT OF FOREIGN ARBITRAL AWARDS (NEW YORK 1958), 21 U.S.T. 2517, 330 U.N.T.S. 3, 1970 U.S.T. LEXIS 115, 9 U.S.C. §§ 202-208 ("THE CONVENTION") AND THE FEDERAL ARBITRATION ACT, 9 U.S.C. §§ 1, ET SEQ., ("FAA") SOLELY IN MIAMI, FLORIDA, U.S.A. TO THE EXCLUSION OF ANY OTHER FORUM. THE ARBITRATION SHALL BE ADMINISTERED BY NATIONAL ARBITRATION AND MEDIATION ("NAM") UNDER ITS COMPREHENSIVE DISPUTE RESOLUTION RULES AND PROCEDURES AND NAM'S FEE SCHEDULE IN EFFECT AT THE TIME OF THE PROCEDURE, EACH OF WHICH ARE DEEMED TO BE INCORPORATED HEREIN BY REFERENCE. ANY QUESTION ABOUT THE ARBITRATION ADMINISTRATORS MENTIONED ABOVE MAY BE DIRECTED TO THEM AS FOLLOWS: NATIONAL ARBITRATION AND MEDIATION, INC., 990 STEWART AVE, 1ST FL., GARDEN CITY, NY 11530, PHONE: (800) 358-2550 EXT. 128.. NEITHER PARTY WILL HAVE THE RIGHT TO A JURY TRIAL NOR TO ENGAGE IN PRE-ARBITRATION DISCOVERY EXCEPT AS PROVIDED IN THE APPLICABLE ARBITRATION RULES AND HEREIN, OR OTHERWISE TO LITIGATE THE CLAIM IN ANY COURT. THE ARBITRATOR'S DECISION WILL BE FINAL AND BINDING. OTHER RIGHTS THAT PASSENGER OR CARRIER WOULD HAVE IN COURT ALSO MAY NOT BE AVAILABLE IN ARBITRATION. AN AWARD RENDERED BY AN ARBITRATOR MAY BE ENTERED IN ANY COURT HAVING JURISDICTION UNDER THE CONVENTION OR FAA. PASSENGER AND CARRIER FURTHER AGREE TO PERMIT THE TAKING OF A DEPOSITION UNDER OATH OF THE PASSENGER ASSERTING THE CLAIM, OR FOR WHOSE BENEFIT THE CLAIM IS ASSERTED, IN ANY SUCH ARBITRATION. THE ARBITRATOR AND NOT ANY FEDERAL, STATE OR LOCAL COURT OR AGENCY, SHALL HAVE EXCLUSIVE AUTHORITY TO RESOLVE ANY DISPUTE RELATING TO THE INTERPRETATION, APPLICABILITY, ENFORCEABILITY OR FORMATION OF THIS AGREEMENT INCLUDING, BUT NOT LIMITED TO ANY CLAIM THAT ALL OR ANY PART OF THIS AGREEMENT IS VOID OR VOIDABLE. IN THE EVENT THIS PROVISION IS DEEMED UNENFORCEABLE BY AN ARBITRATOR OR COURT OF COMPETENT JURISDICTION FOR ANY REASON, THEN AND ONLY THEN THE PROVISIONS OF SECTION 9 ABOVE GOVERNING VENUE AND JURISDICTION SHALL EXCLUSIVELY APPLY TO ANY LAWSUIT INVOLVING CLAIMS DESCRIBED IN THIS SECTION 10(b).

c. TIME LIMITS FOR NON-INJURY/ILLNESS OR DEATH CLAIMS: NO PROCEEDING DESCRIBED IN SECTION 10(b) MAY BE BROUGHT AGAINST CARRIER, VESSEL OR TRANSPORT UNLESS WRITTEN NOTICE OF THE CLAIM, WITH FULL PARTICULARS, SHALL BE DELIVERED TO CARRIER AT THE FOLLOWING ADDRESS, C/O ROYAL CARIBBEAN CRUISES LTD., 1050 CARIBBEAN WAY, MIAMI, FL 33132, WITHIN THIRTY (30) DAYS AFTER TERMINATION OF THE CRUISE OR CRUISETOUR (WHICHEVER IS LATER) TO WHICH THIS TICKET CONTRACT RELATES. IN NO EVENT SHALL ANY SUCH PROCEEDING DESCRIBED IN SECTION 10(b) BE MAINTAINABLE UNLESS SUCH PROCEEDING SHALL BE COMMENCED (FILED) WITHIN SIX (6) MONTHS AFTER THE TERMINATION OF THE CRUISE OR CRUISETOUR (WHICHEVER IS LATER) TO WHICH THIS TICKET CONTRACT RELATES AND VALID NOTICE OR SERVICE OF SUCH PROCEEDING IS EFFECTED WITHIN SIXTY (60) DAYS AFTER FILING, NOTWITHSTANDING ANY PROVISION OF LAW OF ANY STATE OR COUNTRY TO THE CONTRARY.

d. IN THE EVENT OF AN IN REM PROCEEDING AGAINST THE VESSEL, PASSENGER HEREBY IRREVOCABLY AGREES THAT THE POSTING OF A LETTER OF UNDERTAKING FROM ANY OF CARRIER'S INSURERS SHALL CONSTITUTE AN ADEQUATE AND APPROPRIATE FORM OF SECURITY FOR THE IMMEDIATE RELEASE OF THE VESSEL IN LIEU OF ARREST.

**11. LIMITATIONS OF LIABILITY:**

a. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN ARTICLE 6 (e), CARRIER SHALL NOT BE LIABLE FOR INJURY, DEATH, ILLNESS, DAMAGE, DELAY OR OTHER LOSS TO PERSON OR PROPERTY, OR ANY OTHER CLAIM BY ANY PASSENGER CAUSED BY ACT OF GOD, WAR, TERRORISM, CIVIL COMMOTION, LABOR TROUBLE, GOVERNMENT INTERFERENCE, PERILS OF THE SEA, FIRE, THEFTS OR ANY OTHER CAUSE BEYOND CARRIER'S REASONABLE CONTROL, OR ANY ACT NOT SHOWN TO BE CAUSED BY CARRIER'S NEGLIGENCE.



b. PASSENGER AGREES TO SOLELY ASSUME THE RISK OF INJURY, DEATH, ILLNESS OR OTHER LOSS, AND CARRIER IS NOT RESPONSIBLE FOR PASSENGER'S USE OF ANY ATHLETIC OR RECREATIONAL EQUIPMENT; OR FOR THE NEGLIGENCE OR WRONGDOING OF ANY INDEPENDENT CONTRACTORS, INCLUDING BUT NOT LIMITED TO PHOTOGRAPHERS, SPA PERSONNEL OR ENTERTAINERS; OR FOR EVENTS TAKING PLACE OFF THE CARRIER'S VESSELS, LAUNCHES OR TRANSPORTS, OR AS PART OF ANY SHORE EXCURSION, TOUR OR ACTIVITY.

c. CARRIER HEREBY DISCLAIMS ALL LIABILITY TO THE PASSENGER FOR DAMAGES FOR EMOTIONAL DISTRESS, MENTAL SUFFERING OR PSYCHOLOGICAL INJURY OF ANY KIND UNDER ANY CIRCUMSTANCES, WHEN SUCH DAMAGES WERE NEITHER THE RESULT OF A PHYSICAL INJURY TO THE PASSENGER, NOR THE RESULT OF PASSENGER HAVING BEEN AT ACTUAL RISK OF PHYSICAL INJURY, NOR WERE INTENTIONALLY INFLICTED BY THE CARRIER. WITHOUT LIMITING THE PRECEDING SENTENCE, IN NO EVENT WILL CARRIER BE LIABLE TO PASSENGER FOR ANY CONSEQUENTIAL, INCIDENTAL, EXEMPLARY OR PUNITIVE DAMAGES.

d. ON CRUISES WHICH DO NOT EMBARK, DISEMBARK OR CALL AT ANY UNITED STATES PORT AND DO NOT EMBARK OR DISEMBARK AT ANY EUROPEAN UNION MEMBER STATE PORT,, CARRIER SHALL BE ENTITLED TO ANY AND ALL LIABILITY LIMITATIONS, IMMUNITIES AND RIGHTS APPLICABLE TO IT UNDER THE "ATHENS CONVENTION RELATING TO THE CARRIAGE OF PASSENGERS AND THEIR LUGGAGE BY SEA" OF 1974, AS WELL AS THE "PROTOCOL TO THE ATHENS CONVENTION RELATING TO THE CARRIAGE OF PASSENGERS AND THEIR LUGGAGE BY SEA" OF 1976 ("ATHENS CONVENTION"). THE ATHENS CONVENTION LIMITS THE CARRIER'S LIABILITY FOR DEATH OR PERSONAL INJURY TO A PASSENGER TO NO MORE THAN 46,666 SPECIAL DRAWING RIGHTS AS DEFINED THEREIN (APPROXIMATELY U.S. \$64,500 AS OF FEBRUARY 26, 2015, WHICH AMOUNT FLUCTUATES, DEPENDING ON DAILY EXCHANGE RATE AS PRINTED IN THE WALL STREET JOURNAL). IN ADDITION, AND ON ALL OTHER CRUISES, ALL THE EXEMPTIONS FROM AND LIMITATIONS OF LIABILITY PROVIDED IN OR AUTHORIZED BY THE LAWS OF THE UNITED STATES (INCLUDING TITLE 46, UNITED STATES CODE SECTIONS 30501 THROUGH 30509 AND 30511) WILL APPLY.

e. ON CRUISES WHICH ARE BOOKED BY A PASSENGER IN A EUROPEAN UNION MEMBER STATE, OR WHICH EMBARK OR DISEMBARK IN A PORT LOCATED IN A EUROPEAN UNION MEMBER STATE, THE CARRIER SHALL BE ENTITLED TO THE BENEFIT OF ANY AND ALL RESTRICTIONS, EXEMPTIONS, IMMUNITIES, AND LIMITATIONS OF LIABILITY SET FORTH IN EUROPEAN UNION REGULATION 392/2009 ON THE LIABILITY OF CARRIERS TO PASSENGERS IN THE EVENT OF ACCIDENTS ("EU 392/2009"). EU 392/2009 LIMITS CARRIER'S LIABILITY AS FOLLOWS:

i. FOR DEATH OR PERSONAL INJURY OF A PASSENGER CAUSED BY A "SHIPPING INCIDENT", CARRIER'S LIABILITY IS LIMITED TO 250,000 SDR (AS OF FEBRUARY 26, 2016 APPROXIMATELY US \$345,000) IF THE SHIPPING INCIDENT OCCURRED WITHOUT CARRIER'S FAULT OR NEGLIGENCE; OTHERWISE CARRIER'S LIABILITY FOR DEATH OR PERSONAL INJURY OF A PASSENGER CAUSED BY A SHIPPING INCIDENT IS LIMITED TO 400,000 SDR (AS OF FEBRUARY 26, 2016 APPROXIMATELY US \$553,000.)

ii. FOR DEATH OR PERSONAL INJURY OF A PASSENGER CAUSED BY A NON "SHIPPING INCIDENT", CARRIER'S LIABILITY IS LIMITED TO 400,000 SDR (AS OF FEBRUARY 26, 2016 APPROXIMATELY US \$553,000), ASSUMING THAT THE PASSENGER PROVES THAT THE INCIDENT WAS THE RESULT OF CARRIER'S FAULT OR NEGLIGENCE;

iii. FOR LOSS OR DAMAGE TO A PASSENGER'S CABIN LUGGAGE, THE CARRIER'S LIABILITY IS LIMITED TO 2250 SDR (AS OF FEBRUARY 26, 2016 APPROXIMATELY US \$3,111) PER PASSENGER; AND,

iv. THE CARRIER'S INSURANCE PROVIDER WILL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR SUMS IN EXCESS OF 250,000 SDR (AS OF FEBRUARY 26, 2016 APPROXIMATELY US \$345,000) IN RESPECT OF DEATH AND/OR PERSONAL INJURY. THERE ARE LIMITED CIRCUMSTANCES IN WHICH THE CARRIER'S INSURANCE PROVIDER IS NOT REQUIRED TO MAKE A PAYMENT.

v. THE VALUE OF THE SDR FLUCTUATES DEPENDING ON DAILY EXCHANGE RATES AS PRINTED IN THE WALL STREET JOURNAL.

vi. THE TERM "SHIPPING INCIDENT" IS DEFINED IN EU 392/2009 AS FOLLOWS: "SHIPPING INCIDENT" FOR THE PURPOSES OF THIS REGULATION INCLUDE: SHIPWRECK, CAPSIZING, COLLISION OR STRANDING OF THE SHIP, EXPLOSION OR FIRE IN THE SHIP OR DEFECT IN THE SHIP BUT DOES INCLUDING ACTS OF WAR, HOSTILITIES, CIVIL WAR, INSURRECTION, NATURAL DISASTERS OR INTENTIONAL ACTS OR OMISSIONS OF THIRD PARTIES..

vii. PUNITIVE DAMAGES ARE EXCLUDED BY EU 392/2009 FOR CRUISES COVERED BY THIS SECTION11.E.

viii. A COPY OF EU 392/2009 IS AVAILABLE AT [www.eur-lex.europa.eu](http://www.eur-lex.europa.eu).

f. AS TO ALL OTHER CRUISES NOT DESCRIBED ABOVE IN SECTION 11.D OR 11.E, ALL THE RESTRICTIONS, EXEMPTIONS FROM, AND LIMITATIONS OF LIABILITY PROVIDED IN, OR AUTHORIZED BY THE LAWS OF THE UNITED STATES SHALL APPLY, INCLUDING BUT NOT LIMITED TO, TITLE 46 OF THE UNITED STATES CODE §§ 30501 THROUGH 30509, AND 30511. EXCEPT AS OTHERWISE SET FORTH, THIS CONTRACT SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE GENERAL MARITIME LAW OF THE UNITED STATES OF AMERICA.

**12. FITNESS TO TRAVEL; DENIAL OF BOARDING; MINORS:**

- a. Passenger warrants that he and those traveling with him are fit for travel and that such travel will not endanger themselves or others.
- b. Minors - Any Guest under the age of 18 shall be considered a minor and must

travel with a parent or Legal Guardian or such other person as may be permitted by Carrier's policies.

c. Minimum Age. No Guest under the age of 21 will consume any alcoholic beverages while on board the Vessel or Transport except as may be permitted by Carrier's policy. 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 guardians in adjacent staterooms, or for under-aged married couples (proof of marriage is required) or except as otherwise permitted by Carrier's policy. Carrier reserves the right to request proof of age at any time and Passenger's age on the date of sailing determines his or her status for the entire cruise vacation.

d. Pregnancy and Infants - Any Passenger who will enter the 24th week of pregnancy by the beginning of, or at any time during their cruise or CruiseTour agrees not to book the cruise or board the Vessel or Transport under any circumstances. No infants under a specific age (at least six (6) months for most cruises but twelve (12) months for other cruises) shall be booked on a cruise or CruiseTour, nor brought onboard the Vessel or Transport by any Passenger under any circumstances. The most current minimum age requirements are available online at [www.RoyalCaribbean.com](http://www.RoyalCaribbean.com).

e. Special Needs. Any Passenger with mobility, communication or other impairments, or other special or medical needs that may require medical care or special accommodations during the cruise or CruiseTour, including but not limited to the use of any service animal, must notify the Carrier of any such condition at the time of booking. Passenger agrees to accept responsibility and reimburse Carrier for any loss, damage or expense whatsoever related to the presence of any service animal brought on board the Vessel or Transport. Passengers acknowledge and understand that certain international safety requirements, shipbuilding standards, and/or applicable regulations involving design, construction or operation of the Vessel may restrict access to facilities or activities for persons with mobility, communication or other impairments or special needs. Passengers requiring the use of a wheelchair must provide their own wheelchair (that must be of a size and type that can be accommodated on the Vessel) as wheelchairs carried on board are for emergency use only.

f. Carrier shall have the right to deny boarding for violations of any of the policies set forth in this Section 12. If Carrier exercises its rights under this Section 12, Passenger shall have no claim against Carrier whatsoever and Carrier shall have no liability for refund, compensation loss or damages of Passenger, including but not limited to any expenses incurred by Passenger for accommodations or repatriation.

g. Recreational water facilities. Our recreational water facilities do not have a lifeguard on duty. Children must be supervised by a parent or legal guardian at all times while in the pools, whirlpools and other recreational water feature areas.'

**13. USE OF PHOTOS, VIDEOS OR RECORDINGS:**

a. Guest hereby grants to Carrier (and its assignees and licensees) the exclusive right throughout the universe and in perpetuity to include photographic, video, audio and other visual or audio portrayals of Passenger taken during or in connection with the Cruise or CruiseTour (including any images, likenesses or voices) in any medium of any nature whatsoever (including the right to edit, combine with other materials or create any type of derivative thereof) for the purpose of trade, advertising, sales, publicity, promotional, training or otherwise, without compensation to the Guest. Such grant shall include the unrestricted right to copy, revise, distribute, display and sell photographs, images, films, tapes, drawings or recordings in any type of media (including but not limited to the Internet). Guest hereby agrees that all rights, title and interest therein (including all worldwide copyrights therein) shall be Carrier's sole property, free from any claims by Passenger or any person deriving any rights or interest from Passenger.

b. Guest hereby agrees that any recording (whether audio or video or otherwise) or photograph of Guest, other guests, crew or third parties onboard the Vessel or depicting the Vessel, its design, equipment or otherwise shall not be used for any commercial purpose, in any media broadcast or for any other nonprivate use without the express written consent of Operator. The Operator shall be entitled to take any reasonable measure to enforce this provision.

**14. YOUR TRAVEL AGENT:**

Passenger acknowledges and confirms that any travel agent utilized by Passenger in connection with the issuance of this Ticket Contract is, for all purposes, Passenger's agent and Carrier shall not be liable for any representation made by said travel agent. Passenger shall remain liable at all times to Carrier for the price of passage. Passenger understands and agrees that receipt of this Ticket Contract or any other information or notices by Passenger's travel agent shall be deemed receipt by the Passenger as of the date of receipt by the agent. Passenger acknowledges that Carrier is not responsible for the financial condition or integrity of any travel agent.

**15. SEVERABILITY:**

Any provision of this Agreement that is determined in any jurisdiction to be unenforceable for any reason shall be deemed severed from this Agreement in that jurisdiction only and all remaining provisions shall remain in full force and effect.

**16. TRANSFERS AND ASSIGNMENTS:**

This Ticket Contract may not be assigned, sold or otherwise transferred by the Passenger. Among other things, this means that the Passenger cannot sell or transfer this Ticket Contract to someone else, and Carrier shall not be liable to the Passenger or any other person in possession of a Ticket Contract for honoring



or refunding such Ticket Contract when presented by such other person. The Carrier may assign, convey or transfer its rights in this Agreement to any parent, subsidiary or affiliate of the Carrier who is scheduled to operate the Vessel at the time of the Cruise.

**17. RELATIONSHIP TO OTHER PURCHASES:**

To the extent permitted or required by law, this Agreement also covers Carrier's Royal Caribbean Travel Protection Program™ products, shore excursions, land and hotel packages.

**18. OPERATOR:**

Royal Caribbean Cruises Ltd., 1050 Caribbean Way, Miami, Florida 33132

**19. SUPPLEMENT CHARGES:**

Operator reserves the right to impose a supplemental charge relating to unanticipated occurrences including, but not limited to, increases in the price of fuel. Any such supplement charges may apply, at Operator's sole discretion, to both existing and new bookings (regardless of whether such bookings have been paid in full). Such supplements are not included in the Cruise or CruiseTour Fare.

160316906 ROA030716

# Post-Cruise Pier to Train Depot Transfer

DENNIS DEFENDI  
SUZANNE DEFENDI

RESERVATION ID:	7883773
SHIP NAME:	RADIANCE OF THE SEAS
SAILING DATE:	17 MAY 2017

Transportation by train from the Seward Passenger Ship Terminal to the Anchorage International Airport has been pre-arranged on the day you are scheduled to depart the ship.

After departing the ship, you will be met by a cruise line representative on the pier who will direct you to the train boarding area. Train seat assignments are made on a first-come, first-serve basis.

Your scenic rail journey will take approximately five (5) hours. Your train will have a lounge and dining car, with any purchases being at your own expense. All onboard purchases are cashless. Visa®, Mastercard®, American Express®, Discover® and Diners Club International® are accepted. Small carry-on bags are permitted on the train though storage areas are limited.

Your luggage will travel independently to the airport where you will need to identify it upon your arrival. Luggage must be claimed by 2:00 PM. If you enrolled in the Luggage Valet service at the Guest Relations Desk onboard the ship, your luggage will be transported directly from the ship and loaded onto your aircraft.

For a nominal fee, the Anchorage International Airport provides a Luggage Storage service which is located on the Baggage Claim level of 'B' Concourse.

Unused transfers are non-refundable.



**Intentionally Left Blank**



**Intentionally Left Blank**

# Luggage Tag Instructions

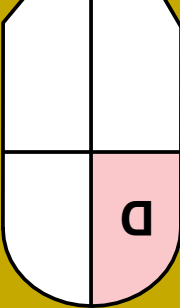
1. Be sure to attach any personal ID, such as a name tag to each piece of luggage before you leave home.
2. Do not pack valuables or your boarding documents in your checked luggage.
3. Make as many copies of this tag as you require, preferably in color.
4. Print your name in the section indicated.
5. In the order indicated, fold (do not cut) along the lines with the luggage tag print facing out (You should be able to read the ships name and see the company logo.)
6. After folding is completed, **staple twice** or tape the tag around the luggage handle in the areas indicated.

Fold - Do Not Cut

Fold - Do Not Cut

Staple or tape here


Diamond Plus Member



Staple Here

RADIANCE  
17MAY17  
WED-YVR

4056



Fold - Do Not Cut

Fold - Do Not Cut

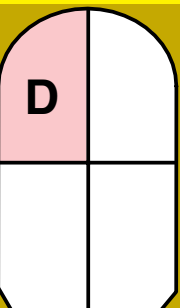
Guest Name:

4056

4

RADIANCE  
17MAY17  
WED-YVR

Staple Here



Diamond Plus Member

Staple or tape here

Fold - Do Not Cut

Fold - Do Not Cut

DEFENDI, DENNIS  
1206 STARLING RD  
HANAHAN, SC - 29410  
UNITED STATES

