



February 7, 2020

1-888-751-7804

Please take a few moments to read this important update.

Royal Caribbean and Celebrity Cruises will now be denying boarding to any guest who has traveled through Macau (as well as mainland China and Hong Kong) or who has been in contact with someone who has been in these areas.

Updated Media Statement is attached.

Attached please find an updated corporate infographic highlighting precautionary measures we use across the fleet to ensure the health of our guests and crew.

#### **FEB. 5<sup>th</sup> UPDATED CORPORATE MEDIA STATEMENT AND TALKING POINTS | CORONAVIRUS**

We are closely monitoring global developments regarding the coronavirus, and we are fully focused on protecting the health and safety of our guests and crew.

After consultation with CDC, WHO and other public health authorities, we are implementing several measures to protect guests and crew. These steps are intentionally conservative and apply to anyone boarding our ships, guests and crew alike. We apologize for the inconvenience created by these precautionary measures.

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

1. Regardless of nationality, we will deny boarding to any individual who has travelled from, to or through mainland China, Hong Kong, or Macau in the past 15 days.
2. Regardless of nationality, we will deny boarding to any individual that has come in contact with anyone that has traveled from, to or through mainland China, Hong Kong, or Macau in the past 15 days. The CDC characterizes contact with an individual as coming within a six feet (2M) of a person.
3. There will be mandatory specialized health screenings performed on:
  - a. All holders of China, Hong Kong and Macau passports, regardless of country of residency and when they were last in China, Hong Kong or Macau.
  - b. Guests who are uncertain about contact with individuals who have traveled from, to or through mainland China, Hong Kong, or Macau in the past 15 days;

- c. Guests who report feeling unwell or demonstrate any flu-like symptoms;
- d. Any guest presenting with fever or low blood oximetry in the specialized health screening will be denied boarding.

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

We are assessing developments constantly and will update these measures, as needed. Guests with questions may contact the customer care department of our individual cruise lines.

Celebrity Cruises 1-888-751-7804

See Policies and Procedures from Royal Caribbean/Celebrity.

<http://www.castawaystravel.info/mail/Coronavirus-Port-Screening-Protocols-5-Feb-2020.pdf>

[http://www.castawaystravel.info/mail/CEL-Worldwide-Screening-Procedures\\_digital\\_020520.pdf](http://www.castawaystravel.info/mail/CEL-Worldwide-Screening-Procedures_digital_020520.pdf)

CONFIDENTIALITY NOTE: This message may contain confidential or legally privileged information. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or taking any action in reliance on these contents is strictly prohibited and may be unlawful. If you have received this communication in error, please notify us immediately by responding to this e-mail and then delete it from your system.

