

BOOKING CONDITIONS

Fly cruise customers

If you book a Royal Caribbean International flight and cruise with us, then you have peace of mind knowing that Royal Caribbean International will be fully responsible for your well being for the duration of your holiday with us.

Cruise only customers

If you book a Royal Caribbean International cruise-only holiday in conjunction with other services (such as flights, on-shore accommodation and/or ground transfers) which are arranged or provided by a travel agent or tour operator ('travel organiser') with whom you book (and not us), your contract for your entire holiday including the cruise and all other such services and arrangements will be with your travel organiser and not with us. The travel organiser's own booking conditions (and with the exception of clause 5.13 (c)), not the following conditions) will apply to your contract. Please ensure you obtain a copy of these from your travel organiser before or at the time of booking. Please note, we do not have any liability to you in these circumstances. However, in the event we are found liable to you on any basis, our liability and/or obligations to you or your organiser will be no greater or different to the liability and obligations we have under these booking conditions to consumers who have a contract with us. In any such situation we will be fully entitled to rely on all defences, exclusions and limitations contained in the booking conditions set out below.

1 Booking your holiday

1.1 How do I make a booking?

To book your chosen holiday, contact our Reservations Department on 0845 165 9090, or book online at www.royalcaribbean.co.uk or visit one of our authorised travel agents. If booking through one of our authorised Travel Agents the first named person on the booking (who must be at least 21 - see 5.3) must complete and sign our booking form, for your agent to keep on file. For all bookings you must pay a deposit of £100.00 per person (or full payment if booking within 56 days of departure) at the time of booking. Your full name as it appears on your passport as well as your date of birth must be given at the time of reservation. Please note that any payment taken by Royal Caribbean International will be settled in the US and not the UK. Therefore you may be subjected to a fee from your credit card company.

1.2 How will my holiday be confirmed?

Providing your chosen holiday is available and we have received your booking form (where applicable) and all appropriate payments, we will send our Confirmation Invoice to you (if booking direct) or your Travel Agent. **Please note:** it may not be possible to confirm your flight details at this point. If so, these will be confirmed to you at a later date. A binding contract between us only comes into existence when we send out our Confirmation Invoice. A contract will exist at this point, even if we are unable to confirm your flight details at that time. This invoice will show the balance due on your holiday that still has to be paid and also your flight details (where applicable and/or available).

Please check all details are correct as soon as you receive your Confirmation Invoice, cruise documents, flight tickets and any other documents from your Travel Agent or us. If any details appear to be incorrect, you must inform your Travel Agent or our Reservations department if booking direct within 14 days of us sending the document to your Travel Agent or you for all documents other than flight tickets and e-tickets and within 5 days for flight tickets and e-tickets.

Once your airline tickets have been issued, all ticket coupons must be used in sequence as originally booked. Any flight sector not utilised will invalidate the ticket and the rest of the itinerary will be automatically cancelled.

1.3 What information must I provide to you and why?

From time to time we may be required to pass on to US Immigration Authorities, airlines and/or possibly other authorised bodies certain personal and other details relating to our guests. You must provide the relevant details at the time of booking your cruise or no later than 70 days prior to your departure from the UK, whichever is the later. This information includes certain personal information, passport, emergency contact and insurance details. We will inform you at the time of booking, or as soon as we become aware, of the exact details required. We recommend you visit our website at www.royalcaribbean.co.uk and click on 'Online Documentation' and submit these details online. You will need to have your booking ID and date of sailing to hand or, if we have already received this information from you at the time of booking, verify that the details we are holding are complete and accurate. If you do not have access to the Internet, please see your Travel Agent or contact our Reservations Department if you have booked direct. They will advise you on how this information can be provided or verified. Our procedures may change and we will inform you of any changes at the time of booking or as soon as possible thereafter. If you fail to supply the details requested, both fully and accurately, you may not be permitted to board your cruise ship and/or outward and/or return flight. We will not accept any liability in this situation and we will not pay you any compensation or make any refunds. You will be responsible for your onward/return travel arrangements. If failure to have this information results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly. Please also see our Privacy Statement on page 121.

1.4 When is the balance due?

We must receive the balance of the holiday cost not less than 56 days prior to departure. If you book within 56 days of departure, you must pay the total holiday cost at the time of booking. If we do not receive all monies due to us in full and on time (including any surcharge where applicable), we are entitled to assume you wish to cancel your holiday. In this case, you will have to pay cancellation charges as set out below (see 1.10).

1.5 What happens to money paid to a Travel Agent?

Except for flight inclusive bookings, all monies you pay to one of our authorised Travel Agents for your holiday with us will be held by the agent on your behalf until we issue our Confirmation Invoice. After that point, your agent will hold the monies on our behalf. For flight inclusive bookings, all monies paid to such authorised agents for your holiday with us will be held on our behalf until they are paid to us or refunded to you.

1.6 What does the price include?

All prices quoted in this brochure are per person in UK Sterling and are based on two people sharing the specified stateroom. Some elements of your holiday will vary by itinerary. However, generally flight inclusive prices include the following where applicable: full board accommodation on board ship, entertainment* on board ship; return international and connecting flights as per confirmation invoice; hotel accommodation as stated in the itinerary (room only basis unless otherwise stated); Representatives at some overseas arrival airports on standard departure dates; and relevant taxes. Fly/cruise pricing as stated in the brochure is based on the lowest available UK departure airport, which may be a regional airport, at the time of going to print. Please contact our reservations department for further information.

For cruise only guests, the cruise price includes full board, accommodation, entertainment* on board ship and relevant taxes.

For cruise only guests who book pre-cruise 'Extend your Holiday' hotel accommodation, a transfer will be provided from the 'Extend your Holiday' hotel to the pier. Transportation from the UK to the overseas arrival airport(s) and transfers to the 'Extend your Holiday' hotel are not provided. On disembarkation day, transportation from the pier to the overseas departure airport(s) and flights to the UK are not provided.

For cruise only passengers who book post-cruise 'Extend Your Holiday' hotel accommodation, a transfer will be provided from the pier at the end of your cruise to the 'Extend Your Holiday' hotel. Transportation from the U.K to the overseas arrival airport and transfers to the pier are not provided. Transfers from the 'Extend Your Holiday' hotel to the overseas departure airport and flights to the U.K will not be provided.

All holiday elements featured in this brochure are subject to availability at the time of booking.

Unless otherwise agreed, the price does not include non UK departure taxes or airport improvement tax (on some itineraries this will have to be paid locally); shore excursions and personal expenses (for example, on board drinks, laundry charges, health and beauty treatments, hairdressing, telephone calls, etc.); hotel meals onshore (unless otherwise stated); transfers by any method if not travelling on the standard departure date(s); travel insurance; Service charges**; i.e. tips or gratuities on board or ashore; anything else which is not specifically mentioned as being included in the price.

* A charge may be made for some entertainment activities on board.

** Service charge for onboard dining and stateroom staff will be automatically added if you did not decline to pre-pay this service at the time of booking.

Please note if you are taking consecutive cruises there may be some duplication with regard to on board programmes, meals and entertainment.

1.7 How do I obtain the lowest price per person?

The prices shown in this brochure cover our flexible pricing programme. The pricing pages show both the minimum available cruise holiday price and the maximum cruise holiday price. Fly/cruise pricing as stated in the brochure is based on the lowest available UK departure airport, which may be a regional airport, at the time of going to print. Please contact our reservations department for further information. The maximum price is the most you will ever pay (excluding Christmas, New Year and Easter departures, referred to in this brochure as 'festive sailings') and the minimum price is the lowest you will pay. The minimum prices relate to selected sailings only and this pricing is not available on all sail dates shown. The price will vary by ship, itinerary, sailing dates, stateroom category and departure airport if you purchase our fly cruise package. Prices may change at any time; please either contact your Travel Agent or our reservations department directly. To make sure you get the maximum savings available for your chosen departure and stateroom category, you should book early as prices may change at any time.

The following Booking Conditions together with our General Information form the basis of your contract. All bookings are subject to these booking conditions. The parties to that contract are yourself, Royal Caribbean Cruises Ltd. of Miami, Florida ("RCCL") and Royal Caribbean Cruise Line A/S ("RCCL A/S"), acting as disclosed agent for RCCL. Both RCCL and RCCL A/S accept legal responsibility for the proper performance of this contract as set out below. In these booking conditions, "you" and "your" means all persons named on a booking and "we", "us" and "ourselves" means both RCCL and RCCL A/S unless the context clearly provides otherwise.

1.8 What is a 'Guarantee' (GTY) booking?

We may (at our discretion) offer you the option of making a 'Guarantee' (GTY) booking. This means you may book a stateroom of a guaranteed minimum category type, (specified by us prior to booking) on your chosen ship. However, the exact location of the stateroom on the ship will be allocated by us (at our discretion) and at any time up until checking in at the Port. Once your GTY stateroom has been allocated to you, we are unable to accept any changes requested by you. The benefits to you of a GTY stateroom are that after your booking has been confirmed, we may (at our discretion) upgrade your stateroom to one of a superior category to that originally booked at no extra charge to you. In any event, you are 'guaranteed' the minimum category of stateroom we agree to offer at the time of booking. If you have a specific requirement regarding your stateroom, or stateroom location, we suggest you do not book a GTY.

At times, we may offer promotional GTY offers. Such promotional GTY categories are defined as follows:

X - Deluxe stateroom Y - Ocean View stateroom
Z - Interior stateroom W - Superior Ocean View/Suite

1.9 Will the price change?

We reserve the right to increase or decrease the prices of unsold holidays at any time. The price of your chosen holiday will be confirmed at the time of booking.

Once the price of your chosen holiday has been confirmed at the time of booking, then subject to the correction of errors, we will only increase or decrease the price in the following circumstances: Price increases or decreases after booking will be passed on by way of a surcharge or refund. A surcharge or refund (as applicable) will be payable, subject to the conditions set out in this clause, if transportation costs or dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at ports or airports increase or decrease or our costs increase or decrease as a result of any adverse or favourable changes in the exchange rates which have been used to calculate the cost of your holiday.

Even in the above cases, only if the amount of the increase in our costs exceeds 2% of the total cost of your holiday (excluding any amendment charges), will we levy a surcharge. If any surcharge is greater than 10% of the cost of your holiday (excluding any amendment charges), you will be entitled to choose one of options (a), (b) and (c) as set out in clause 5.5.

You have 14 days from the issue date printed on the surcharge invoice to tell us if you want to choose option (b) or (c) as set out in clause 5.5. If you do not tell us that you wish to choose either of these options within this period of time, we are entitled to assume that you do not wish to do so and will pay the surcharge. Any surcharge must be paid with the balance of the cost of the holiday or within 14 days of the issue date printed on the surcharge invoice, whichever is the later. We promise not to levy a surcharge within 30 days of the start of your holiday. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your holiday travel due to contractual and other protection in place.

A refund will only be payable if the decrease in our costs exceeds 2% as set out above. Where a refund is due, we will pay you the full amount of the decrease in our costs.

We reserve the right to correct errors in both advertised and confirmed prices. We will do so as soon as we become aware of the error.

Please note, changes and errors occasionally occur. You must check the price of your chosen holiday at the time of booking.

1.10 If I have to cancel my cruise holiday, will I receive a refund?

If you or anybody travelling with you wishes to cancel either your/their holiday, you must immediately give notice in writing to your Travel Agent or write to us direct if you have booked direct with us. The holiday will only be cancelled on the date we actually receive the written notice of cancellation. Generally if you cancel you will have to pay the cancellation charges set out below. However, certain airlines impose cancellation charges of 100% of the value of the ticket if you cancel at anytime after a flight booking has been made. If this applies to your booking the total amount you will have to pay by way of cancellation charge may be higher than the relevant charge stated below. Please ask at the time of booking for further details. Amendment charges cannot be refunded in the event of cancellation.

Length of time before your departure we receive your cancellation letter	Cancellation charges per person shown as a percentage of the holiday cost excluding amendment charges.
3 days or less	100%
4 to 28 days	75%
29 to 56 days	45%
57 days or more	Deposit only

Please note: The date of departure means the date the arrangements you have booked with us commence, including any pre-cruise flights or hotels.

Depending on the reason for cancellation, you may be able to reclaim these cancellation charges (less any applicable excess) under the terms of your insurance policy. Claims must be made directly to the insurance company concerned.

Where any cancellation reduces the number of full paying party members below the number on which the price, number of free places and/or any concessions agreed for your booking were based, we will recalculate these items and re-invoice you accordingly.

1.11 Can I make changes to my booking after it has been confirmed?

Should you wish to make any changes to your confirmed holiday, you must notify us in writing as soon as possible. Whilst we will endeavour to assist, we cannot guarantee we will be able to meet any such requests.

If you request a change within 56 days of departure, this will be treated as a cancellation of your original booking and cancellation charges as set out in these terms and conditions will be payable. The changed arrangements will then be treated as a new booking.

If you or any of the persons travelling with you is prevented from taking the holiday you/they may give you/their place on the booking to someone else (suggested by you). In this situation, providing we are given not less than 7 days notice in writing of your wish to make the change, we will permit the name change. The airline and flight routing may differ from the original assignment due to this name change. You must produce documentary proof of the reason for the transfer of your/their booking with the request (e.g., a letter from a doctor etc.). Both the person who was originally due to take the holiday and the person who actually does so must make sure that the administration fee and any charges/costs (see below) as well as any amount which is still due to be paid for the holiday is paid as required before any change can be made.

For all changes an amendment fee of £35.00 per person per booking will be payable together with any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers. Passengers should note that airlines may not allow name changes on scheduled flights and that the flight booking may need to be cancelled and rebooked. The rebooking will always be subject to flight availability and to payment of any charges imposed by the airline which may, in some cases, be the full cost of the ticket.

1.12 Will I need travel insurance?

Yes. All guests must have appropriate personal travel insurance before departure. This must include as a minimum cover for the cost of cancellation by yourself and the cost of assistance including repatriation in the event of accident or illness. It is your responsibility to make sure that the insurance you purchase is suitable and adequate for your particular needs and to purchase additional or alternative insurance if required. We would recommend that you contact your Travel Agent or an independent insurance broker for details of suitable policies.

2. Before you leave home

2.1 What about valuable or important items?

Please make sure that all valuable and important items (for example, medicines, jewellery, fragile items, important travel and other documents, video/camera/computer equipment, etc.) are carried by hand and not packed in your luggage and/or left unsecured in your stateroom or elsewhere on board the ship. Special care must be taken of such items. For your protection once on board, all valuable and important items should be deposited with the Guest Relations Desk or, in your stateroom mini-safe. You are also strongly advised to take out appropriate and adequate insurance to protect such items. We cannot accept any responsibility or liability for any valuable or important items, which are not deposited with the Guest Relations Desk or with your hotel (booked with us) for safekeeping. For items which are so deposited, the maximum we will pay you if any item(s) is lost or damaged (for any reason) whilst in our care is the maximum which is payable under The Athens Convention (see 5.8) in this situation (currently approximately £1,000.00 per guest, per cruise).

So that we may assist as much as possible, you must tell us about the problem as soon as possible. If you discover the loss, delay or damage when onboard, you must immediately report it to the Guest Relations Desk. The time limits for

notifying any loss, delay or damage, are as follows:

Any damage or delay, which is apparent, must be notified to ourselves and the supplier of the service concerned (if it is not us) before or, at latest, at the time of departure from the ship or, for other services, whilst using or at the end of using those services. Any loss, damage or delay, which is not apparent, must be notified to ourselves and the supplier of the service concerned (if it is not us) within 15 days of departure from the ship or the end of your using the service in question.

In all cases, you must give credit for payments received from any airline and/or other supplier in connection with your claim. You must also give us details of any relevant insurance coverage you hold. In appropriate cases we are entitled to ask you to reduce your claim by the amount received from any/all insurance companies.

2.2 Are there any prohibited items that I cannot take with me?

You must not pack in any luggage or bring on board any item specified as dangerous or illegal (e.g. guns, explosives, drugs, animals, flammable items, etc.). In addition, we/the airline may specify other items which you must not bring with you, and may also refuse to allow you to take on board any item which we/the airline, consider being inappropriate. Please contact the individual airline to confirm their current restricted items, although these are subject to change without prior notification. If we or the Master of the ship have reason to believe that any stateroom may contain any item or substance which should not have been brought on board, the Master or an authorised officer has the right to enter and search the stateroom concerned and seize any such item or substance.

Please ensure that any sharp items, including but not limited to scissors, razor blades, nail clippers, tweezers, combs with metal prongs and knitting needles, are packed in your check-in luggage and not your hand luggage due to airport security measures.

2.3 What should I do if my property is lost, delayed or damaged during my cruise?

This clause applies in relation to any loss, delay or damage to property which occurs during your cruise or whilst getting on or off the ship or whilst using any services provided or arranged by us except for any claims in relation to any valuable or important items (see clause 2.1) or in relation to air travel, including the process of getting on or off the aircraft (see clause 2.4 below.)

You must tell us about the problem as soon as possible. If you discover the loss, delay or damage when onboard, you must immediately report it to the Guest Relations Desk. The time limits for notifying any loss, delay or damage, and the maximum amount which will be payable by us or the supplier concerned, are as follows:

Any damage or delay, which is apparent, must be notified to ourselves and the supplier of the service concerned (if it is not us) before or, at latest, at the time of departure from the ship or, for other services, whilst using or at the end of using those services. Any loss, damage or delay, which is not apparent, must be notified to ourselves and the supplier of the service concerned (if it is not us) within 15 days of departure from the ship or the end of your using the service in question. If you can prove that the damage, delay or loss was our fault or the fault of the supplier of a service that we agreed to arrange as part of your holiday, we will compensate you for the loss or damage you can prove you have suffered as a result, subject to and in accordance with The Athens Convention. However, the maximum we will have to pay you for any damage, delay or loss in these circumstances is the maximum which is payable in respect of stateroom luggage under The Athens Convention (currently approximately £750.00 per guest per cruise holiday).

This will also be the case where any property is damaged, delayed or lost whilst not on board or getting on or off the ship but using other services (apart from air travel) which form part of the holiday we have contractually agreed to provide.

In all cases, you must give credit for payments received from any airline and/or other supplier in connection with your claim. You must also give us details of any relevant insurance coverage you hold. In appropriate cases we are entitled to ask you to reduce your claim by the amount received from any/all insurance companies.

2.4 What should I do if my property is lost, delayed or damaged during Air Travel?

Any damage, destruction, delay or loss suffered during any travel by air (including the process of getting on and off the aircraft) must be notified to ourselves and the airline at the time of discovery or, in any event, in writing within 7 days of the end of the flight concerned for damage, destruction or loss or within 21 days of the luggage being made available for you in the event of delay. The maximum we or the airline will have to pay you in the event of any damage, destruction, delay or loss of luggage or property is the most which is payable under the relevant international convention or regulation. For most international flights, this will be the Montreal Convention 1999. Where the Montreal Convention 1999 applies, the maximum we or the airline will have to pay you at present for loss, destruction, damage, delay of luggage is the maximum payable under the Convention (currently approximately £850 per passenger) unless special conditions apply.

We and the airline will not be liable to pay any compensation in the case of delay affecting luggage if we or the airline can prove that the airline took all measures that could reasonably be required to avoid the delay or that it was impossible for the airline or its employees to take such measures.

In the case of damage, destruction, delay or loss of luggage, if we or the airline prove that the damage, destruction, delay or loss was caused or contributed to by the negligence or other wrongful act or omission of the person claiming compensation, or the person from whom he or she derives his rights, we and the airline will not be liable for the damage, destruction, delay or loss, to the extent that such negligence or wrongful act or omission caused or contributed to the damage, destruction, delay or loss.

Subject to the above, we and the airline will only be liable for destruction or loss of, or of damage to, checked luggage on the condition only that the event which caused the destruction, loss or damage took place on board the aircraft or during any period within which the checked luggage was in the charge of the airline. However, neither we nor the airline will be liable if and to the extent that the destruction loss or damage resulted from the inherent defect, quality or vice of the luggage. In the case of unchecked luggage, including personal items, we and the airline will only be liable if the damage resulted from the airline's fault or that of its employees or agents.

Some airlines have restrictions on weight, as well as the number of pieces for checked luggage. Please check with the relevant airlines for your exact luggage allowance permitted as in most cases exceeding these limits will incur additional fees.

In all cases, you must give credit for payments received from any airline or other supplier in connection with your claim. You must also give us details of any relevant insurance coverage you hold. In appropriate cases we are entitled to ask you to reduce your claim by the amount received from any insurance companies.

2.5 What is my luggage allowance?

The maximum luggage allowance for guests boarding our ships is 200lbs per guest, however, airlines also impose their own baggage allowance, with which you must also comply, this is usually less than the cruise allowance. There are always restrictions on the amount, size and weight of the luggage you may take on any flight, in particular where we are using non-scheduled services. We strongly recommend that you check with the airline for confirmation of your baggage allowance as in some instances baggage allowance can be limited to as little as 15 kgs. All luggage allowances are subject to variation by the airline concerned and you may be charged additional costs by the airline for excess luggage.

Please note: If you are sailing on a transatlantic cruise and you have booked a fly cruise package, that your luggage allowance will be limited to the lower allowance, specific by the airline.

2.6 What are the passport and visa requirements for my holiday?

If you are a British citizen (including children and infants), you must have your own full 10 year (5 year for children) British Passport which is valid for at least 6 months after your expected return date to the UK. It is no longer possible for children to be included on their parent's passport. Obtaining a full British passport presently takes approximately 4 weeks, but you should allow longer at busy times of the year. If you or any member of your party is 16 or over and haven't yet got a passport, our recommendation is that you should apply for one at least 6 weeks before your holiday. The UK Passport Service has to confirm your identity before issuing your first passport and from October 2006 will ask you to attend an interview in order to do this.

If you are travelling to the USA under the Visa Waiver Program, you and all members of your party (including children) must ensure that your passport is machine readable. A British passport is machine readable when there are two lines of letters, numbers and chevrons (">>>>") printed across the long edge of the personal information page (the page with photograph and personal details). The machine-readable text will appear on a white strip on older passports and directly on the pink page of newer passports. If there are no such lines of text on the personal information page, the passport is not machine-readable. Since 26 October 2004, anyone travelling to the USA under the Visa Waiver Programme without a machine readable passport needs a visa to travel to the USA. If you are travelling to the US after October 2006 under the Visa Waiver Programme and are carrying a passport issued after this date, you will be required to have a biometric passport. British travellers with valid machine-readable passports issued before October 2006 travelling to the US under the Visa Waiver Programme can travel on their existing passport up to, and beyond, October 2006. If your passport is issued after 26 October 2006 and it is not biometric you will not qualify for visa free travel but will be required to obtain a visa. For more details on passports, please ask at the time of booking or contact the UK Passport Office. Please note that this information is particularly subject to change, and you must check the up to date requirements in good time before departure.

Please note: Certain persons may not be eligible to enter the United States visa free under the Visa Waiver Programme. These include, but are not limited to, for example people who have been arrested, even if the arrest did not result in a criminal conviction and those with criminal records, (the Rehabilitation of Offenders

Act does not apply to U.S. visa law) etc. If you are in any doubt whatsoever as to whether you can travel under the Visa Waiver Program you are strongly advised to contact the Consular Information unit, United States Embassy, 24 Grosvenor Square, London W1A 1AE or visit www.usembassy.org.uk before you book your holiday with us.

Passengers arriving in the US will have a digital photograph taken, and have inkless digital scans taken of their index fingers. If you would like further information, please ask at the time of booking or contact the UK Passport Office or US Embassy.

British citizens will require a visa for travel to Russia, which will take several weeks or longer to obtain. A visa service is not provided by Royal Caribbean International, however, if you visit Russia on one of the available excursions organised by Royal Caribbean International, you will not require a visa whilst on that particular excursion. However, if you want to do any independent sightseeing, you must obtain a visa directly from the Russian Embassy. Alternatively call our Administration department on 01932 834325 for further details.

If you are travelling to Australia, then you will require a visa. The electronic visas (ETAs) can be obtained from the Australian High Commission: Australian High Commission, Strand, London WC2B 4LA:

Tel: 020 7379 4334; Fax: 020 7240 5333; website: www.australia.org.uk

If you are not a British Citizen or do not hold a British Passport, you must check the applicable passport and visa requirements with the Embassies of the Countries that you will be visiting during your holiday. This includes any technical stops (as detailed in section 20 of our General Information page 117) such as Prince Rupert.

If you are travelling to Australia, then you will require a visa. The electronic visas (ETAs) can be obtained from the Australian High Commission: Australian High Commission, Strand, London WC2B 4LA:

Tel: 020 7379 4334; Fax: 020 7240 5333; website: www.australia.org.uk

You must ensure the name (including initials) is exactly the same as it appears on your ticket as in your passport. If there is any difference, you may be refused entry onto your flight/cruise.

Passport and visa requirements may change and vary by destination. You should check the up-to-date position with either your travel agent and/or with the appropriate Embassy. We regret we cannot accept any liability if you are refused entry onto any flight or into any country, or otherwise suffer any difficulties or incur any costs as a result of not having the correct passport and/or any required visa(s).

It is your responsibility to ensure that you are in possession of all necessary travel and health documents before departure. You must pay all costs incurred in obtaining such documentation. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

Certain Port Authorities may from time to time ask to see photo identification when you depart the ship during the cruise. We strongly suggest that you take a photocopy of your passport in addition to your passport itself with you on holiday and carry the photocopy with you each time you depart the ship in order to minimise any inconvenience this may cause.

2.7 Are there any formal health requirements?

Please contact your G.P. for advice and the most up-to-date health requirements for all destinations featured in this brochure. Information on health is also contained in the department of Health leaflet T6 (Health Advice for Travellers) available from your local Department of Health Office and most Post Offices. For European holidays, from 1 January 2006, you will need a European Health Insurance Card (EHIC) to receive healthcare that becomes necessary during your visit to an EEA country or Switzerland free or at a reduced cost and you should obtain one prior to departure. All E111 forms ceased to be valid on 31 December 2005. You can obtain an EHIC card online at www.dh.gov.uk, by calling the EHIC Applications Line on 0845 606 2030 or by post - pick up an EHIC application pack from your local Post Office branch. Cards should be delivered within 21 days. Please note - limitations on the use of the EHIC card apply.

We regret that guests who will have entered their third trimester (27th week) of pregnancy by the beginning of, and/or at any time during their cruise holiday will not be permitted to travel. If, on your date of departure, you will be between 24 and 26 weeks pregnant, you must provide us with a letter from your doctor confirming that you are fit to travel. This must be sent to us at least 30 days before departure.

2.8 What should I do if I have lost my air tickets?

If your tickets are lost or stolen prior to the commencement of your holiday please report the loss to us immediately. If your tickets become lost or stolen during the holiday (including your time spent at the airport) you must report this to the airline and the local police immediately. Please note that there will be a charge for the reissue of your air tickets. You will be informed of these at the time of reporting the lost or stolen tickets, as the charges vary depending on the airline.

3. From plane to port

3.1 How do I get to my cruise?

On our flight inclusive holidays, we offer international flight departures from selected UK airports. Connecting UK domestic flights are also available from a selection of regional airports. Some flights may incur a supplement which will be advised at the time of booking.

All flights are also subject to the following conditions:

All flights are subject to availability.

Whilst the dates of your outward and return flights will be advised at the time of booking, the flight timings and/or routing may not be shown on your Confirmation Invoice. We are unable to inform you of your flight timings and routing for bookings made more than 10 months before departure. Please note that your booked flight may not be the most direct route and may also involve a stop on route to your destination which may involve you disembarking from the aircraft. This information will be provided as soon as we are in a position to do so. A contract between us will come into existence when we send out the Confirmation Invoice, even when we are unable to provide flight timings. The flight timings and airlines shown on your Confirmation Invoice cannot be guaranteed and are subject to change. Whilst we endeavour to book the best connections between flights, a wait may be experienced at connecting airports.

We are not always in a position to confirm the route, service (scheduled or non-scheduled), airline, aircraft type or the airport of destination, which will be used in conjunction with any flight included in your holiday. When this information is provided at the time of booking or subsequently, it is subject to change (including the substitution of non-scheduled flights for scheduled air services and/or re-routing of air travel due to scheduled air services being withdrawn or changed or being unavailable). Any such change will not entitle you to cancel or change to other arrangements without paying our normal charges.

In any event the actual flight times will be those shown on your tickets, which will be dispatched to you approximately four weeks before departure. You must accordingly check your tickets very carefully immediately upon receipt for confirmation of correct flight times. It is possible that flight times may be changed even after tickets have been dispatched - we will contact you as soon as possible if this occurs.

Any amendments to your flight arrangements will be subject to availability and will incur an administration charge of £35.00 per person along with any additional costs and charges incurred by us or imposed by the airlines. If your tickets have been issued, standard airline cancellation penalties will also apply. In some cases, these could be the full cost of the ticket.

If you wish to travel on a particular carrier, flight routing, if your departure and/or arrival date differ from the standard flight inclusive package, a Custom air fee of £20.00 per person will be payable along with any additional costs and charges incurred by us or imposed by the airlines.

Please note that your booked flight may not be the most direct route and may also involve a stop on route to your destination which may involve you disembarking from the aircraft

3.2 What class is booked? Can I pre-reserve seats? Will the flight be direct? Can I make special requests?

Unless you book and pay for an upgrade, you will fly economy class. We strongly recommend that you check in early if you have a particular seat request as we have no control over the allocation of seats. Flights are often full, your choice of seats may not be available, and it may not be possible to obtain seats together. Please note that only fully fit and able-bodied guests may occupy exit row seats on aircraft. Emergency exit seats will therefore only ever be assigned at the discretion of the airline at check-in.

Some flights will involve a change of aircraft. Where applicable, and we are in a position to notify you, this information will be shown on your Confirmation Invoice. The flights used in conjunction with our cruises may be based on special fares and may not be by the most direct route. Flights may have at least one refuelling and/or other stop and this may not be shown on your confirmation invoice. Flights will either be by scheduled or non-scheduled service. Most airlines operate a non-smoking policy.

We/the airline will endeavour to satisfy any special service(s) requests such as special dietary requirements, meet and assist and wheelchair assistance. Regrettably we/the airline cannot guarantee your request. Some medical assistance and special meal requests may incur a charge, which will be invoiced accordingly. For all special requirements please email flycruise.uk@rcccl.com or fax 01932 834364. Please note that any request of this nature should be advised at the time of booking. Not meeting any special request for any reason will not be a breach of contract. Please note: Airlines may at their discretion refuse to carry guests with certain medical conditions. You must provide details of all medical and physical conditions, which affect you, and/or any member of your party at the time of booking. See also 4.3, 5.2 and 5.6 overleaf.

Please note that British Airways will not allow us to pre-seat our guests. Guests need to log on to www.ba.com 24 hours before departure to pre-reserve their own seats.

3.3 What if I want to upgrade my standard air arrangements?

Subject to availability and paying any difference in price, you can arrive in style by upgrading your flight. If you are interested in upgrading your flight to a destination featured in this brochure, please notify reservations at the time of booking and your request will be passed on to the Air Sea department. Please note that the upgrade package may differ from the upgrade package offered by the airline. See page 114-115 for further details.

3.4 What if my flight is delayed?

Regrettably, flight delays do occasionally occur. In this event, the airline concerned may provide refreshments, and if necessary, overnight accommodation depending on the expected length of the delay, the time of day and the airport in question. This is entirely at the discretion of the airline.

Where you have booked a flight inclusive holiday we cannot accept any liability for any delay, which is due to any of the reasons set out in clause 5.7 of these booking conditions (which includes the behaviour of any passenger on the flight who for example fails to check in or board on time).

Please Note: If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline in circumstances which would entitle you to claim compensation against the airline under EC Regulation No 261/2004 - the Denied Boarding Regulations 2004, you must pursue the airline for the compensation due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations. If, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment. If your airline does not comply with these rules you should complain to the Air Transport Users' Council on 020 7240 6061 www.auc.org.uk.

4. On board ship

4.1 What are the dining arrangements?

You have a choice of two seatings for meals in the main restaurant. Please request your preferred seating and table size at the time of booking. We cannot accept any bookings which are conditional on your preferred seating being or becoming available before departure. If you cancel because your preferred seating is not available (whether or not this was confirmed at the time of booking), our normal cancellation charges will apply. Seating requests cannot be guaranteed. Your table number will be confirmed in your stateroom at the start of your cruise. Dining times may vary slightly on port days due to shore excursion departures.

4.2 What about special diets?

Royal Caribbean International can accommodate the following special diets on board: vegetarian, diabetic, low-fat, low-sodium, low-cholesterol diets. Other special diets such as kosher meals, gluten-free and lactose-free may be available upon advanced request. Note: Kosher meals are pre-packed and are only available for dinner in the main restaurant. Please note that dining requests for specific dietary requirements or food intolerances cannot be accepted for any onboard eatery other than the main restaurant. Please submit your dietary request in writing giving as much detail as possible as to your particular requirements. We will endeavour to accommodate reasonable requests, although we cannot guarantee we will be able to meet requirements. Please ask your Travel Agent for further information.

Please note that whilst we are able to take requests for specific dietary requirements and take note of food intolerances, this is confined to the main restaurant on each ship. We are unable to guarantee or accept responsibility that the food served in any other food establishment on board ship will be able to cater for specific dietary requirements and food intolerances.

4.3 What about special services/ requirements?

To accommodate special services or requirements such as dietary requirements, medical requirements, pier embarkation assistance, wheelchair use etc, Royal Caribbean International require the information in writing 45 days prior to the sail date. Any medical conditions must be provided at time of booking.

The request/ information can either be emailed to specialservices.uk@rccl.com, faxed to +44 1932 820 286 or posted to Special Services, Royal Caribbean International, Aviator Park, Building 2, Station Road, Addlestone, Surrey KT15 2PG.

4.4 Can a special request be guaranteed?

Regrettably, no. If you have a special request, please give details in writing to your Travel Agent or us if booking direct at the time of booking. Whilst we and our suppliers will endeavour to meet reasonable special requests, we regret we cannot guarantee that we/ the supplier will be able to do so. Not meeting any special request for any reason will not be a breach of contract. If a special request can only be met at an additional cost, that cost will either be invoiced prior to departure or will be payable locally. Confirmation that a special request has been noted and passed on to the supplier or the inclusion of the special request on your Confirmation Invoice or any other documentation is not confirmation that the request will be met. Unless specifically agreed by us in writing at the time of booking, we cannot accept any booking which is conditional on a special request being satisfied. Such bookings will be treated as normal bookings subject to the above comments on special requests.

4.5 Consumption of alcohol on board

We will not sell or serve alcoholic drinks to anyone under 21 years of age. However on cruises departing from European or South America countries, where the legal drinking age is typically lower than 21, a parent/legal guardian who is sailing with the person aged between 18 to 20, may sign a waiver allowing the 18 to 20 year old to consume alcoholic beverages.

The 18 to 20 year old must agree to comply with Royal Caribbean International's policies, including among other things, agreeing to not provide alcoholic beverages to any other person, regardless of age. Restrictions apply, and this policy is subject to change without notice. An individual's age on the date of sailing determines his or her status for the entire cruise.

Guests are not allowed to bring alcoholic beverages onboard for consumption or any other use. Alcoholic beverages that are purchased in ports of call or from onboard shops will be stored by the ship and delivered to guest staterooms on the last day of the sailing. Please note: due to Spanish regulations, we are not permitted to sell alcohol or cigarettes on board in the duty free shops on selected sailings which depart from Barcelona. Security may inspect containers (water bottles, soda bottles, mouthwash, luggage etc.) and will dispose of containers holding alcohol. Royal Caribbean's Guest Vacation Policy may be enforced, up to and including disembarkation, if a guest violates any alcohol policy. Guests under the age of 21 will not have alcohol returned to them.

Guests who violate any alcohol policies, (over consume, provide alcohol to people under age 21, demonstrate irresponsible behaviour, or attempt to conceal alcoholic items at security and/or luggage check points or any other time), may be disembarked or not allowed to board, at their own expense, in accordance with our Guest Vacation Policies.

Royal Caribbean reserves the right to revoke or otherwise restrict drinking privileges of any guest, regardless of age. Additional policies for groups are located in the Appendices of the Travel Agent Guide and are enforced without exception. Applicable regulatory age restrictions apply while the ship is in port and until the vessel enters International waters.

4.6 Shore excursions and activities

The information contained in our brochure is correct to the best of our knowledge at the time of the brochure going to print. Our brochure descriptions may refer to activities which are available in the ports you are visiting. We have no involvement in any such activities, which are neither run, supervised nor controlled in any way by us. They are provided by local operators who are entirely independent of us. They do not form any part of your contract with us even where we suggest particular operators/centres and/or assist you in booking such activities in any way.

Accordingly, we cannot accept any liability in relation to such activities and the acceptance of liability contained in clause 5.7 of our booking conditions will not apply to them. We cannot guarantee accuracy at all times of information given in relation to such activities or about the resorts/area you are visiting generally (except where this concerns the services which will form part of your contract) or that any particular excursion or activity which does not form part of our contract will take place as these services are not under our control.

If you feel that any of the activities mentioned in our brochure, which are not part of our contract, are vital to the enjoyment of your holiday, write to us immediately and we will tell you the latest known situation. If we become aware of any material alterations to resorts/area information and/or such outside activities, which can reasonably be expected to affect your decision to book a holiday with us, we will pass on this information at the time of the booking.

5. Additional information

5.1 What if I am travelling with a group?

Please consult your Travel Agent or ourselves directly for deposit, payment, cancellation and other information. Terms and Conditions for those travelling in a group are different to those that apply to individual bookings.

5.2 What about guests with special needs?

You must ensure that you are medically and physically fit for travel, and that such travelling will not endanger yourself or anyone else. At the time of booking (or as soon as possible if the condition arises after booking) you must tell your Travel Agent (or us if booking direct) in writing about any medical or physical condition which will or may require medical treatment or attention during your holiday or which may or will affect your holiday in any way (including your use of any services or facilities). Please provide as much information as possible.

Our ships have selected staterooms designated for guests with physical disabilities. Please contact reservations for further information. Guests who use wheelchairs must provide their own collapsible wheelchair and may find certain areas of the ship inaccessible. If you would like to bring a motorised wheelchair or scooter on board you must contact Special Services, Royal Caribbean International, Aviator Park, Building 2, Station Road, Addlestone, Surrey KT15 2PG at time of booking to provide the dimensions as size limitation may apply and we may not be able to accommodate this request. Certain conditions (for example, use of tenders) may prevent guests with wheelchairs from going ashore at certain ports of call. Shore excursions may not be suitable for guests with disabilities. Guests affected by a disability or medical condition must be self-sufficient or travel with someone who can provide all necessary assistance. We regret we must reserve the right to refuse to allow anyone to travel who, in our reasonable opinion, is physically or mentally unfit to travel or will or may require care beyond that which any travelling companion or we ourselves can reasonably provide.

5.3 Are there any age restrictions?

No person under 21 (a 'minor') may sail on any cruise holiday or have a stateroom on his or her own unless accompanied by a parent or guardian or other person who is over the age of 21. Any minor aged 17 or under at the start of sailing who is not travelling with at least one of their parents/legal guardian(s) will only be permitted to board the ship and undertake the cruise if accompanied by a person(s) over the age of 21 whom at least one of the parents/legal guardian(s) of the minor has authorised to accompany the minor. Evidence of such authorisation must be in the form of a letter signed by at least one of the parents/legal guardians of each of the minor(s) travelling and must be produced at check in at the pier. If such written evidence is not produced, the minor(s) concerned will not be permitted to board the ship or undertake the cruise. We will not be responsible for any costs, expenses or losses suffered as a result either by the minor affected, the person(s) paying for their cruise (if not the minor him/herself), or any persons travelling with the minor who decide not to continue with the holiday as a result of the failure to produce a letter of authorisation as set out above. We will not pay any compensation or give any refund to any minor who we have not permitted to board the ship, any person paying for the minor's holiday (if not the minor him/herself), or any persons travelling with the minor who decide not to continue with the cruise themselves as a result of the failure to produce a letter of authorisation.

All such authorisation letters must be witnessed and signed by the Travel Agent with whom the booking is made. In the case of direct bookings, authorisation letters must be witnessed and signed by a professional person, for example a lawyer, doctor, Justice of the Peace, Teacher etc.

Please note: all such authorisation letters must also authorise, in respect of the minor(s) concerned, the giving of medical treatment which in the opinion of the treating doctor needs to be carried out without delay.

Individual staterooms can be booked by married couples whose minimum age is eighteen (proof of marriage is required at time of booking). On board there are certain facilities where entry is restricted by age. Full details of on board facilities with age restrictions are contained within the Daily Programme, which is available from the Guest Relations Desk.

5.4 What about advanced or delayed sailings and changes in the itinerary?

We regret we cannot guarantee that ships will call at every advertised port or follow every part of the advertised itinerary. Itineraries may change from time to time. Royal Caribbean International and the Master of the ship have the right to omit any port(s), call at any additional port(s), deviate from the advertised itinerary in any way or substitute another ship or port. Normally, changes in the itinerary are to protect the interest and safety of our guests. Please also see clause 5.5.

5.5 Can you change or cancel my holiday?

Occasionally, we have to make changes to and correct errors in brochure and other details both before and after bookings have been confirmed and, even more rarely, cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so.

If we have to notify you of a significant change or cancel before departure, we will, as a minimum, where compensation is due pay you the compensation payments set out in the table below depending on the circumstances and when the significant change or cancellation is notified to you subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. No compensation will be payable and the above options will not be available if we cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time) or if the change made is a minor one. A minor change is any change which, taking account of the information you have given us at the time of booking or which we can reasonably be expected to know as a tour operator, we could not reasonably expect to have a significant effect on your confirmed holiday.

What is a significant change?

A significant change is a change to your confirmed holiday, which we can reasonably expect will have a significant effect on it. Examples of significant and minor (defined below) changes are as follows:

Significant change:

A change from two days port of calls to two days sailing instead

Minor change:

A change from one port of call to another

A change from one days port of call to one days sailing

A change in timings for any port(s) of call but the ship still calls at all confirmed ports

A change in order of ports

Very rarely, we may be forced by 'force majeure' (see clause 5.10) to change or terminate your holiday after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result.

5.6 Can you refuse to allow me to travel?

If, in our reasonable opinion or the reasonable opinion of the ship's Master or doctor, you are or appear to be unfit to travel for any reason or a risk or danger to yourself or a danger to others or behave in such a way as to cause or likely to cause danger, upset or distress to any third party or danger to property. In this situation, we are entitled without prior notice to refuse to allow you to travel on any ship and to terminate your cruise holiday at any time. You may then be left at any port or place at which the ship calls without our incurring any liability. You will have to pay any costs, expenses or losses suffered as a result, and we will not pay any compensation or give you any refund. Once your holiday has been terminated in this manner, we will not have any further responsibility towards you.

The same right to refuse to allow you to travel or to use any services applies where you are or appear to be unfit to travel or otherwise behave badly as set out above during any other part of your holiday.

If we refuse to allow you to take your holiday because you have failed to give proper notice of physical or mental disabilities or conditions, which require special care, the cruise only fare you have paid will be refunded.

Please also see clause 1.3.

On every Royal Caribbean International ship, we are committed to providing every guest with a cruise holiday that is excellent. To further ensure that you and your fellow guests receive exactly that, we have developed a set of Guest Behaviour Policies; This is available on board. IMPORTANT: A violation of Royal Caribbean International Guest Behaviour Policies is cause for appropriate corrective action, including confiscation of improper materials or items and ejection of the guest from the vessel. These policies are subject to change without notice and without liability to Royal Caribbean International. Royal Caribbean International is free to adopt additional rules not stated in these policies.

5.7 What is your liability?

(1) Subject to clause 5.8 below we promise to make sure that the holiday arrangements we have agreed to make, perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. This means that, subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted holiday arrangements. Please note it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

(2) We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

- the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or
- the act(s) and/or omission(s) of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or
- 'force majeure' as defined in clause 5.10

Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description (1) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or (2) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally we cannot accept liability for any business losses.

Please note, we cannot accept responsibility for any services, which do not form part of our contract. This includes, for example, any additional services or facilities, which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised in our brochure, and we have not agreed to arrange them. In addition, regardless of any wording used by us on our website, in any of our brochures or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you. The promises we make to you about the services we have agreed to provide or arrange as part of our contract - and

the laws and regulations of the country in which your claim or complaint occurred - will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK, which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead a reasonable holiday maker to refuse to take the holiday in question.

5.8 What is your limit of liability?

Please note: The provisions of the Convention relating to the Carriage of Passengers and their luggage by sea 1974 ("The Athens Convention") apply to your cruise as well as the process of getting on and/or off the ship. For any claim involving death or personal injury or delay of or loss of or damage to luggage the only liability we have to you is in accordance with The Athens Convention. This means you are not entitled to make any claim against us which is not expressly permitted by The Athens Convention or which is in excess of the limits provided by The Athens Convention.

Any claims covered under The Athens Convention must be made within the time limits set out in The Athens Convention. The Athens Convention limits the maximum amount we as the carrier have to pay if found liable in the event of death or personal injury or loss of or damage to luggage and makes special provision for valuables. For death and personal injury, this limit for UK carriers is presently approximately £250,000.00 per person. For claims concerning luggage and valuables, please see other clauses of these terms and conditions.

Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is, except as otherwise expressly set out in the Booking Conditions, the most the carrier or hotel keeper concerned would have to pay under the International Convention or Regulation which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air). Please note: Where a carrier or hotel would not be obliged to make any payment to you under the applicable International Convention or Regulation in respect of a claim or part of a claim, we similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question. Copies of the applicable International Conventions and Regulations are available from us on request.

If you have booked a cruise together with an international flight or regional flight transfer from us – please also see clause 3.4.

5.9 If I have a complaint?

In the unlikely event you have a reason to complain whilst away, you must immediately notify the Guest Relations Desk onboard ship and the supplier of the service(s) in question (if not us). This is to ensure that we are given the opportunity to address and to attempt to resolve any issue you raise. Any verbal complaint must be put in writing and given to the supplier and us as soon as possible. If a problem cannot be resolved to your satisfaction and you wish to follow this up you must write to us on your return to the address below. You must give your booking reference number and full details of your complaint within 28 days of your return from holiday unless a different time limit applies to your claim – see clause 2.1, 2.3, 2.4 and 5.8. We will only accept complaints from the lead name of a booking. If your complaint is written on behalf of other members of your travelling party, their full names and booking reference numbers must be clearly stated in the correspondence together with their authority for you to handle the complaint on their behalf. If you fail to follow this simple complaints procedure, your right to claim the compensation you may otherwise have been entitled to may be affected or even lost as a result.

Any dispute between us, which cannot be settled by agreement, may be referred to the Conciliation Service operated by the Passenger Shipping Association (P.S.A.). The Conciliation Service is free for you to use. It is not available where the claim solely or mainly concerns physical injury or illness or the consequences of such injury or illness. Other conditions also apply. For further details, visit the PSA's website at www.the-psa.org.

If you do not wish to use the PSA's Conciliation Service or the dispute is not resolved as a result of using the Service, you may go to Court. We both agree that any dispute, claim or other matter arising out of or in connection with your contract or your holiday with us will only be dealt with by the Courts of England and Wales. The contract between us is governed by English law.

We can only pay you compensation if the following conditions are met:

- If asked to do so, the person(s) affected must transfer to us any rights they have against the supplier or whoever else is responsible for your claim and complaint.
- The person(s) affected must agree to cooperate fully with us and our insurers if we or our insurers want to enforce any rights transferred to us.

Customer Relations Department, Royal Caribbean International, Aviator Park, Building 2, Station Road, Addlestone, Surrey KT15 2PG. Tel: 01932 834330 Email: custserv.uk@rccl.com

5.10 What about circumstances which are outside your control?

Except where we specifically say otherwise in these terms and conditions, we cannot accept any liability or pay any compensation where your holiday and/or any other services we have promised to arrange or provide cannot be provided at all, or as promised or you otherwise suffer any damage or loss (as more fully described in clause 5.7 above) as a result of circumstances which are outside our control ('force majeure'). When we talk about circumstances which are outside our control, we mean any event which we or the supplier of the service in question could not have predicted or avoided even after taking all reasonable care. Such events are likely to include war or threat of war, acts of terrorists or threats of such acts, riots or civil unrest, industrial action, natural or nuclear disaster, fire, adverse weather conditions, health risks, epidemics, mechanical difficulties (which we could not have anticipated or avoided despite our normal comprehensive mechanical checks) and all similar circumstances which are outside our control.

5.11 Brochure validity

You must ensure that you are using an up-to-date brochure when you book your holiday. We cannot accept any liability whatsoever for any mistakes and/or any incorrect/inaccurate information which results from the use of an out-of-date brochure.

5.12 What other conditions apply to my holiday?

Airlines, hotels, lodges, rental companies and our other suppliers have their own conditions, which will apply to your holiday. Some of these conditions may limit or exclude the airlines or other supplier's liability to you, often in accordance with International Conventions. Copies of the relevant parts of these conditions are available upon request.

5.13 Is my money safe?

A. Flight Inclusive Cruise Holidays

RCCL A/S holds an Air Travel Organisers Licence (ATOL no 3088) issued by the Civil Aviation Authority ("CAA"). This means that if you purchase a Royal Caribbean International flight inclusive cruise holiday (where flights are arranged by RCCL A/S), in the unlikely event of our insolvency, the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk.

If you have booked a Royal Caribbean International flight inclusive cruise holiday via one of our authorised travel agents, all monies you have paid for that booking will be protected by the above arrangements regardless of whether that travel agent becomes insolvent before or after we have issued our confirmation invoice. In this event, you will be required to pay any outstanding balance due (if any) directly to us (or any other travel agent nominated by us) in accordance with these booking conditions in order to receive your holiday.

If you have booked a Royal Caribbean International flight inclusive cruise holiday via one of our authorised travel agents you should receive from the travel agent a confirmation invoice issued by us which shows that we have arranged the flights as well as the cruise part of the holiday.

B. Cruise-Only Holidays

RCCL A/S are also members of the Passenger Shipping Association ("PSA"). This means that if you have booked a cruise-only holiday with us, in the unlikely event of our insolvency the PSA will ensure that you are transported back to your embarkation port and will arrange to refund any money you have paid to us for an advance booking.

When you book a Royal Caribbean International cruise-only holiday via one of our authorised travel agents, all monies you pay for that booking will be held by the travel agent on your behalf until we issue our confirmation invoice. Until that point, your monies are not protected by our PSA membership or any other arrangement. We therefore recommend that you use a travel agent who offers their own financial security arrangements so that in the event that the travel agent becomes insolvent before we issue our confirmation invoice all monies that you have paid to that travel agent will be refunded to you.

In the event that our authorised travel agent becomes insolvent after we have issued our confirmation invoice, then all monies you have paid to that travel agent for that cruise-only holiday are protected by our PSA membership. You will be required to pay any outstanding balance due (if any) directly to us (or any other travel agent nominated by us) in accordance with these booking conditions in order to receive your holiday.

If you have booked a cruise-only holiday with us you should expect to receive from the travel agent a confirmation invoice issued by us, which shows that we are responsible for the cruise part of your holiday only.

Please note, when we refer to cruise-only holidays above, this includes any on shore hotel accommodation and/or ground transfers arranged by Royal Caribbean International as part of your booking with us.

C. Cruise-only Holidays plus other services arranged by your travel agent or tour operator

You may book a Royal Caribbean International cruise-only holiday in conjunction with other services (such as flights, on-shore accommodation and/or ground transfers) which are arranged or provided by a travel agent or tour operator ('travel organiser') with whom you book. In this situation, your contract for your entire holiday including the cruise and all other such services and arrangements will be with your travel organiser and not Royal Caribbean International. Your holiday will not be protected by RCCL A/S's ATOL or PSA membership. Instead, you must check that your travel organiser has their own ATOL (if your holiday includes any flight(s)) or other appropriate financial security arrangements to protect all monies you pay to that organiser for your holiday and to repatriate you if already abroad (if applicable) in the event of their insolvency.

You should receive a confirmation invoice issued by the travel organiser showing that they are responsible for providing all elements of your holiday.

In the event of insolvency of the travel organiser before we have received full payment from them for the cruise-only element of your holiday, your cruise-only booking may be cancelled and we will be under no obligation to provide you with that cruise, or any refund or any compensation. In such circumstances, you should seek compensation from the financial security arrangements (if any) that the travel organizer has made.

For further information visit the appropriate websites: www.atol.org.uk or www.psa-psara.org

5.14 Price and brochure accuracy

Royal Caribbean International's policies and procedures are constantly evolving. At the time of printing, all those listed in this brochure were correct. Please note: The information and prices shown in this brochure may have changed by the time you come to book your holiday. Whilst every effort is made to ensure the accuracy of the brochure and prices at the time of printing, regrettable errors do occasionally occur. You must therefore ensure that you check all details of your chosen holiday with your Travel Agent or with us if booking direct, at the time of booking.

5.15 Affinity Groups

From time to time we may invite various affinity groups of people onto our ships. Affinity groups are people with shared interests who choose to travel together. This may include on dates when you are sailing with us. Although we envisage that this will not affect the overall normal day to day operation of the ship, there may be occasions when certain facilities are unavailable to you whilst these groups are on board.

PRIVACY STATEMENT

For the purposes of the Data Protection Act 1998, we, Royal Caribbean Cruise Line A/S are a data controller. In order to process your booking, we need to collect certain personal details from you. These details will include, where applicable, the names and addresses of party members, credit/debit card or other payment details and special requirements; such as those relating to any disability or medical condition which may affect the chosen holiday arrangements, and any dietary restrictions which may disclose your religious beliefs. We may also need to collect other personal details such as your nationality, citizenship, gender and passport details in addition to the details mentioned above. If we need any other personal details, we will inform you before we obtain them from you.

We need to pass on your personal details to the companies and organisations that need to know them so that your holiday can be provided (for example your airline, hotel, other supplier, credit/debit card company or bank). We may also be required, either by law or by applicable third parties (such as Immigration Authorities) to disclose your details for various reasons; for example in the interests of protecting national security.

However, such disclosures will only be made if permitted by the Data Protection Act 1998. Such companies, organisations and third parties may be outside the European Union, Norway, Iceland or Liechtenstein if your holiday is to take place or to involve suppliers outside these countries. We would also like to store and use your personal details for future marketing purposes, (for example sending you a brochure or details of a promotion). All details you give us in connection with your booking (including those relating to any disability or medical condition or your religious beliefs) will be kept confidential. However, we will use only names and contact details for marketing purposes. Occasionally, we may sell clients' names and addresses to other companies or organisations that offer goods or services, which we feel, may interest you. If you do not want us to do any and/or all of these things, please let us know as soon as possible. We are entitled to assume you do not object to our doing any of the things mentioned in this statement unless you tell us otherwise in writing.

Except where expressly permitted by the Data Protection Act, we will only deal with the personal details you give us as set out above unless you agree otherwise. We have appropriate security measures in place to protect this information.

You are generally entitled to ask us (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We will charge a fee to respond to such a request. We promise to respond to your request within 40 days of receiving your written request and fee. In certain limited circumstances, we are entitled to refuse your request. If you believe that any of your personal details, which we are processing, are inaccurate or incorrect please contact us immediately.

CCTV (Closed Circuit Television).

We also use CCTV to monitor images on all Royal Caribbean International ships for the purpose of crime prevention and the safety of our guests; we will usually store these images for up to three months. For further information please contact Royal Caribbean International.

FOR AGENTS ONLY - VIEWDATA CODES

Royal Caribbean International is accessible by VIEWDATA. Royal Caribbean's W.A.V.E.S. is available on FASTRAK and ISTEEL systems.

Ship and Destination Codes are displayed on most itineraries throughout the brochure. Access Code: RCI

SHIP CODES

Adventure of the Seas	AD	Majesty of the Seas	MJ
Brilliance of the Seas	BR	Mariner of the Seas	MA
Empress of the Seas	NE	Monarch of the Seas	MN
Enchantment of the Seas	EN	Navigator of the Seas	NV
Explorer of the Seas	EX	Radiance of the Seas	RD
Freedom of the Seas	FR	Rhapsody of the Seas	RH
Grandeur of the Seas	GR	Serenade of the Seas	SR
Independence of the Seas	ID	Sovereign of the Seas	SS
Jewel of the Seas	JW	Splendour of the Seas	SP
Legend of the Seas	LG	Vision of the Seas	VI
Liberty of the Seas	LB	Voyager of the Seas	VY

CRUISINGPOWER

www.cruisingpower.co.uk is our easy to use Cruise Specialist Travel Agent website. It is a central source of information for Royal Caribbean International, which provides you with tools to market and sell cruises with ease and professionalism.

AUTOMATION HELP DESK

For a password or any other assistance with VIEWDATA/automated bookings contact:

Hours: Mon – Fri: 09:00 – 17:00

Phone: 0800 018 2020 or 01932 834 327

Fax: 01932 820 286

E-mail: automation@rccl.com

Royal Caribbean International, Royal Caribbean, Adventure of the Seas, Brilliance of the Seas, Empress of the Seas, Enchantment of the Seas, Explorer of the Seas, Freedom of the Seas, Grandeur of the Seas, Jewel of the Seas, Legend of the Seas, Liberty of the Seas, Majesty of the Seas, Mariner of the Seas, Monarch of the Seas, Navigator of the Seas, Radiance of the Seas, Rhapsody of the Seas, Serenade of the Seas, Sovereign of the Seas, Splendour of the Seas, Vision of the Seas, Voyager of the Seas, Viking Crown Lounge, Adventure Ocean, Crown & Anchor, Golf Ahoy!, Laté-tudes, royalcaribbean online, Royal Connections, Royal Romance, SeaPassSM, ShipShape and Royal Caribbean Cruise Line are trade/service marks of Royal Caribbean Cruises Ltd ©2006.

Please note: Brilliance of the Seas is operated by RCL (UK) Ltd, which is a subsidiary of Royal Caribbean Cruises Ltd.

This brochure was published in November 2006, the contents replace all previous editions. Whilst every effort is made to ensure the accuracy of the brochure at the time of printing, regrettable errors do occasionally occur, and information may have changed since printing.

Ships of Bahamian Registry.

Royal Caribbean International is a trading name of Royal Caribbean Cruise Line A/S, which is a disclosed agent of Royal Caribbean Cruises Ltd., Miami, FL.

At Royal Caribbean International, we pride ourselves on the quality of our staff. We are committed to ongoing training, a part of which sometimes involves the recording of telephone calls.

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