



# Legend of the Seas®

## GUEST CONDUCT POLICY

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

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

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

### **Safety and Security**

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

### **Guest and Crew Interaction**

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

Guests are not permitted in any restricted or crew area of the ship, including crew staterooms and corridors.

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

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

### **Inappropriate or Abusive Behavior**

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

### **Unsafe Behavior**

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

### **Discourteous or Disruptive Behavior**

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

### **Smoking**

For the comfort and enjoyment of our guests, our ships are designated as non-smoking; however, we recognize that some of our guests smoke. Therefore, to provide an onboard environment that also satisfies smokers, we have designated certain areas of the ship as "smoking areas." Generally, smoking is not permitted except in designated areas. (Contact Guest Services for additional details.) Smoking is not permitted inside any guest stateroom; however, guests with balconies may smoke on their balcony. If a guest is in violation of this policy, a cleaning fee of \$250 will be applied to their SeaPass® account and may be subject to further action pursuant to the "Consequences" section of this Guest Conduct Policy. Smoking is permitted in many of our lounges and on open-air decks on the starboard side of the ship. Royal Caribbean International® kindly asks all guests to please observe the non-smoking areas and to refrain from smoking pipes or cigars in any of the public areas. These requests are made to provide a comfortable shipboard environment for everyone. Where permitted, cigarettes, cigars and pipe tobacco must always be properly disposed of and never thrown overboard. A guest must be at least 18 years of age to purchase, possess or use tobacco products onboard.

### **Curfews**

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

### **Disembarking from a Ship**

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

### **Parental and Guardian Responsibility**

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

### **Alcohol**

Royal Caribbean International guests are expected to be responsible for their actions at all times, including during transfers to and from ships, inside terminals, while onboard, at our ports-of-call, during shore excursions and at our private destinations. Consuming alcohol to excess impairs one's judgment and reduces one's ability to recognize and avoid potentially dangerous situations. Guests who choose to consume alcohol must do so responsibly. The minimum drinking age for all alcoholic beverages on Royal Caribbean International ships is 21. A guest's age is established upon embarkation (beginning of the cruise).

If a guest celebrates their 21st birthday during the cruise, the guest may thereafter ask the Guest Services Manager to modify ship's records to permit their consumption of alcohol during the remainder of the cruise. The guest will be required to appear at Guest Services with his or her parent or guardian and to present a government-issued form of identification to establish that the guest's 21st birthday was celebrated during the cruise. The ship's staff may refuse to serve alcoholic beverages to any guest who does not consume alcohol responsibly and may request verification of a guest's age to determine whether they are of age to consume alcohol pursuant to this policy. No guest under age 21 may possess or consume alcohol during transfers to and from ships, inside terminals, while onboard or at our private destinations. Should a parent or guardian choose to permit their minor(s) to consume alcohol while ashore at a port-of-call or an excursion (where local laws permit), they remain accountable for ensuring the minor(s) consume responsibly and retain their ability to recognize and avoid potentially dangerous situations when they return to the ship. On cruises embarking in a country where the legal drinking age is lower than 21, a parent who is sailing with his or her 18- to 20-year-old minor son or daughter, may be permitted to sign a waiver allowing the minor to consume alcoholic beverages. The authorizing parent and the minor must agree to be responsible for ensuring the minor will consume alcohol responsibly and otherwise comply with the Guest Conduct Policy, including, among other things, not providing alcoholic beverages to any other person, regardless of age. Guests are not permitted to bring alcoholic beverages onboard for consumption or any other purpose. Alcoholic beverages that are purchased from onboard shops or in ports-of-call (which must be presented to Security upon reboarding), will be secured by ship's personnel and delivered to the guest's stateroom just prior to the conclusion of the cruise. Security may inspect containers (water bottles, soda bottles, mouthwash, luggage, etc.) at any time, and those concealing or attempting to conceal alcohol will be subject to action pursuant to the "Consequences" section of this Guest Conduct Policy. Guests under the age of 21 who possess alcohol in violation of this policy will not have alcohol returned to them, and appropriate consequences will be considered, including but not limited to loss of privileges to use the disco or other areas or facilities of the ship. Guests who violate any alcohol policy, including but not limited to underage drinking; providing alcohol to minor(s); possessing, concealing or attempting to conceal alcoholic items in their luggage, when boarding, or while onboard; or failing to consume alcohol responsibly, will be considered for discipline under the provisions of this policy.

#### PROHIBITED ITEMS

Items with Heating Elements or Open Flames certain items that generate heat or produce an open flame are not permitted on the ship. This includes clothing irons, hot plates, candles, incense and any other item that may create a fire hazard. Curling irons and hair dryers are allowed. Drugs or Other Illegal Substances:

No illegal drugs or other illegal substances are allowed onboard or may be utilized during a Royal Caribbean International cruise vacation, including during transfers to and from ships, inside terminals, while onboard, at our ports-of-call, during shore excursions or at our private destinations. Illegal drugs or substances will be confiscated and appropriate action taken, which may include removal from the ship and involvement of appropriate authorities. In addition, foreign governments at Royal Caribbean International ports-of-call have strict laws that address drug possession. Guests found in violation of such laws are subject to arrest and prosecution by the foreign jurisdiction (and perhaps the United States or other authorities as well) and may be prevented from reboarding the ship.

#### Weapons, Explosives or Other Dangerous Items

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

#### HEALTH AND ENVIRONMENT

##### Hand-Washing

Guests are strongly encouraged to wash their hands with soap and hot water after using the restroom and before eating or handling food. Medical experts say this is one of the best ways to prevent illnesses from starting or spreading. Illnesses and Isolation of Guests Royal Caribbean International follows practices and maintains policies that seek to prevent illnesses from affecting our guests. One of the best ways to prevent the spread of contagious illnesses like gastrointestinal viruses, colds and flu is to wash your hands thoroughly for at least 20 seconds with soap and hot water after using the restroom and again before eating anything. In the event you experience symptoms that indicate a gastrointestinal

illness, such as diarrhea or vomiting, or know of someone experiencing these symptoms, you must advise the Medical staff immediately. In addition, some gastrointestinal illnesses remain contagious up to 72 hours or more after symptoms subside; therefore, if you or someone you know experienced such an illness just prior to your cruise, you must immediately notify the ship's Medical staff. This will permit the crew to take steps to reduce the chance that your illness will spread to others on the ship. Failure to immediately report

a contagious illness to the ship's medical staff, or to accurately describe its onset, greatly increases the likelihood the illness will spread to others and is a violation of this Guest Conduct Policy. In the event of a contagious illness, the ship's crew will take steps to curtail its spread to other guests, including if necessary, steps set forth in the "Consequences" section. Royal Caribbean International's Save the Waves® Program and Trash/Waste Disposal Royal Caribbean International maintains a Save the Waves® program that focuses on three key principles: Reducing the creation or generation of waste materials; recycling as much as possible; and ensuring proper disposal of remaining waste. Trash should be properly disposed of in containers provided throughout the ship or in waste-baskets provided in each stateroom. Trash or other foreign objects should never be flushed down a toilet and guests are not permitted to discard any item overboard.

#### DINING AREAS DRESS CODE

Dining Rooms and Specialty Restaurants: No bare feet, caps, tank tops or bathing suits are permitted in these areas. Shorts are not allowed during dinner. Windjammer Café: No bare feet or bathing suits are allowed. Tank tops and caps are not allowed during dinner.

#### AGE POLICIES

Facility	Age Requirement
Solarium*	Age 16 and over*
Adventure Ocean® and Teen Facilities	Ages 3 through 17, with age-specific sections.
Theater	Under age 16 must be accompanied by a parent or adult guardian
Pools**	Guests must be fully toilet trained to enter the pools or whirlpools (Therefore, guests in diapers, pull-ups or swimmers may not use the pools or whirlpools, even if accompanied by a parent or adult guardian**)
Whirlpools	Under age 16 (must be accompanied by a parent or adult guardian**)
Ports-of-Call	Under age 18(must be accompanied by a parent or adult guardian)
Bingo	Under age 18(must be accompanied by a parent or adult guardian)
Fitness Center (Gym)	Age 16 and over
Day Spa	Age 18 and over (Ages 13 through 17 may only be present while participating in scheduled treatments)
Adult Night Club/Disco	Age 18 and over (see alcohol policy)
Casino***	Age 18 and over (except Alaska***)

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

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

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

#### Consequences

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

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

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