



Royal Caribbean Group



ANCHORS AWEIGH!

AN ONBOARDING GUIDE FOR ROYAL CARIBBEAN GROUP NEW HIRES

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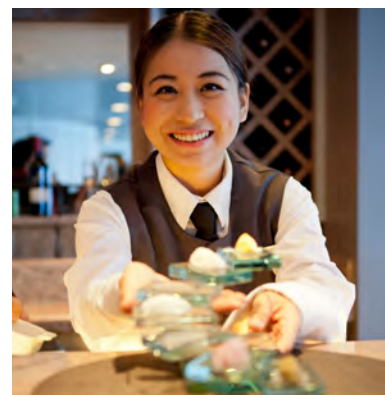
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WELCOME ABOARD!

Welcome to Royal Caribbean Group! Our vision is to empower and enable our EMPLOYEES to deliver the best vacation experience to our GUESTS, thereby generating superior returns to our STAKEHOLDERS and enhancing the well-being of our COMMUNITIES.

ABOUT THE GUIDE

This Onboarding Guide was created to help you become successful in your new role as a shipboard employee of the Group. It contains general information that will help you prepare for shipboard life as you get ready to leave home, and includes Company rules and policies that you should keep in mind.

While this guide is not a complete employee manual, please refer to it as needed. You are expected to know and abide by all the policies, rules, and regulations of the Company. If you have questions or need additional information, please see your immediate supervisor once you are on board your ship.

Royal Caribbean Group reserves the right to interpret, add, delete, and make any changes to this guide without prior notice. No part of this guide is intended to, nor should be interpreted to, change or modify your employment relationship with the Group.





+ General Employment

Crew members should never pay to get assignments with Royal Caribbean Group; however, they may incur some expenses prior to boarding for their first assignment. Employment is offered for a specific period of time as indicated in your Employment Agreement. The service period is an expectation of length of employment and not a contract right. You or the Company may terminate the contract at any time, with or without cause or advance notice, or in accordance with your Collective Bargaining Agreement (CBA).

WHERE TO START

Congratulations on receiving your Offer Letter! You can now start preparing for your life on board and get ready to embark on an exciting career with us. Here's what to do next:



Accept your Offer Letter in C-TRAC: Upon accepting the offer, complete the Personal Data Form and upload your valid passport.



RCL University (RCLU): Once you have completed your new hire forms, we'll generate a unique employee ID and you'll start receiving some important messages, including an invitation to join our RCLU system. This online platform will be your guide to shipboard learning and give you a chance to learn who we are, what we do, how we do it, and how to navigate your new adventure.



Wait for your Ship Assignment: The ship you will join depends on the Company's business needs. As such, waiting for your ship assignment may take from a few days to several months. We hope you can use this time to obtain the necessary documents and make other preparations.



Receive Letter of Employment (LOE), complete medical examination, and secure visas. Once available, you may access your LOE directly from RCLCrewTravel or the MyRCL app, available for Android and iOS phones. You must carry your original LOE, pass a Pre-Employment Medical Examination (PEME), and obtain all necessary visas before you are ready to board. Please see "Documents You Will Need" for detailed information.



Travel to the Ship: When you have completed and returned all the documents and have been declared fit for duty, you are ready to join the ship. Please ensure you bring with you bring your complete pre-employment medical examination (forms, laboratory results, immunization records, etc.) along with all original training certificates, licenses and/or endorsements, as copies will not be accepted.

GOOD TO KNOW

Couples who are joining the ship together must register as an official couple once on board the ship, so they can be assigned to the same cabin. Make sure to bring a marriage certificate or other government-issued document that clearly identifies the two parties as a married couple, domestic partners, life partners, or lawfully recognized civil union.

There are many opportunities for those who wish to further develop their careers on board. Each position has different requirements but as a general rule, to qualify for a position change you must complete a minimum of one contract and meet the performance expectations of your current role.

PREBOARDING

Ship Assignments

Being selected to join Royal Caribbean Group by one of our recruiters means you have the skills needed to perform the job. However, it does not mean we have a position available right away. We will contact you when we do have a ship assignment ready for you. Ship assignments are based on business needs and it may take some time until you receive yours. Please keep this in mind before quitting your current job. .

Employment Agreement

Prior to joining, an Employment Agreement based on your position and/or Collective Bargaining Agreement (CBA), will be available to you on MyRCL. Please make sure you review it and sign it during the online Check-in process. All initial terms of employment are outlined in your Employment Agreement. The agreement will list your position, the length of your contract, how much you will be paid, as well as other important information. An electronic copy of the Employment Agreement will be available for you before you depart, so you may review the agreement and ask us any questions you may have.



MyRCLHome > RCLCrewTravel and MyRCL App

Traveling from your home to the ship for the first time may sound overwhelming but don't worry – we have created a tool to help you have a smooth travel experience! Please log on to MyRCLHome and select RCLCrewTravel to access important travel information.

In most cases, new hires are responsible for their joining ticket. However, as a general rule, future travel itineraries and your travel details (updated when there are changes) will be available through RCLCrewTravel or MyRCL app's My Travel Details section.



Download the MyRCL app for free from the Apple App Store or the Google Play Store.

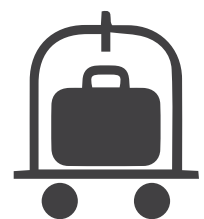


In addition to travel details, you can access helpful travel tips, view visa and port information, and receive important updates. If you encounter an emergency while traveling, immediately contact our CrewAssist team via phone, email, or live chat. CrewAssist is ready to serve you 24 hours a day, seven days a week.



Visas

Visa requirements depend on your nationality and your assigned ship's itinerary. The cost of itinerary-driven visas is reimbursable; however, you must submit original receipts within thirty (30) days of arriving to the ship. Please check RCLCrewTravel for more visa information.



Hotel Arrangements

Depending on your point of origin, you may arrive at your destination the night before you join the ship. We'll make arrangements for you to stay in a hotel room. Once a job offer has been made, your Hiring Partner or the Crew Readiness Team will provide you with detailed instructions to join your assigned ship. Travel fees may apply, so please ask your representative for more information. Hotel arrangement details will be available on RCLCrewTravel/MyRCL app's My Travel Details section five (5) days before your travel date.



GETTING TO THE SHIP

In most cases, transportation will be arranged for you; please look for a sign with our Company's logo on it. You can also check My Travel Details and the Port Guide sections in RCLCrewTravel/MyRCL app.

Luggage

Before leaving home, tag and mark your luggage properly. Place your contact information inside each piece of luggage. Please ensure not to pack important documents in your checked luggage. Always carry your LOE, medical documents, licenses, and training certificates with you at all times.

Please contact the airline to learn about luggage restrictions, including: the allowed number of bags, weight limitations, and acceptable items that can be taken on board the flight.

If you are charged baggage fees by an airline, these fees may be reimbursable. Please keep receipts to submit to the onboard HR Team within 30 days of joining the ship. The Company will not reimburse for excess size or for a weight penalty, so pack carefully. Since space in your cabin is limited, we strongly encourage you to consider collapsible and flexible luggage, such as duffle bags or similar bags.

Money

We strongly recommend that you bring cash in US dollars or a major credit card to cover any out-of-pocket expenses while you are travelling and before receiving your first pay.

What to Pack

Packing to be away from home for several months may seem like a big task, especially when you have to pack lightly. Please keep in mind that you won't have a lot of cabin space, so bring only the essentials. You will also be able to shop when you're in port, so bring only enough items to get you through your first few weeks on board.

Here are some items you may want to bring:



Clothing*



Toiletries



Other Items



Uniform



Shoes



Clothing:*

- Jeans and/or long pants
- Appropriate work shoes
- Running and/or beach shoes
- Shorts
- T-shirts
- Swimwear
- Sweater
- Shirts
- Belts

Toiletries:

- Deodorant
- Razors & shaving cream
- Brush and/or comb
- Toothbrush & toothpaste
- Shampoo
- Sunblock

Other Items:

- Laptop
- Travel alarm clock
- Medication
- Beach towel
- Camera
- Hair dryer (110V)
- 110/120V and/or 2 prong
- 220/230V adapters

Uniform:

You will receive your uniforms after you are on board the ship. Laundry is free for your uniform, and we also have a tailor on board should any of your uniforms need altering. Females must wear nude color hosiery when wearing skirts. It can be difficult to find the off sizes (petites or tall) or name-brand hose in some ports of call, so it is a good plan to bring a large supply of panty hose with you. It is also helpful to have Woolite or other delicate hose soap so you can wash your panty hose in your sink.

Shoes:

You will need to bring black skid-free shoes with a rubber bottom. You may want to buy shoes at home and bring them with you. Appropriate shoes are also available for purchase onboard the ship.

For women, shoes should be a pump with a closed toe and a rubber bottom. They can be flat or have a low heel. Comfort should be considered when shopping for shoes as you will be walking around a lot! Keep in mind that some of the floors on the ship are steel.

→ What you should wear (appropriate shoes): Black pumps are worn with day and evening uniforms. Nicer shoes are worn during the evening, especially on formal nights. Comfortable flats are great for embarkation days.

→ What you shouldn't wear (inappropriate shoes): Shoes with very high heels, open toes, sling backs, ankle straps, visible logos or otherwise unprofessional shoes should never be worn with the uniform.

* Even if you are assigned to join a ship expected to be in warm weather, include at least one set of clothing for cold weather, in case you are transferred.



ARRIVING AT YOUR DESTINATION

CLEARING IMMIGRATION AND CUSTOMS

Upon your arrival into the country, you will need to show the Immigration Officer the following documentation:

- 1 Your Letter of Employment (Royal Caribbean Group crew) or Letter of Guarantee
- 2 Your Passport
- 3 Your Seaman's Book (if applicable)



Do not be alarmed if you're placed in a waiting area to be processed. **Please keep the emergency travel number (1-877-414-CREW) with you in case you miss a connecting flight.** You will also need to clear Customs – officials will be enforcing laws against bringing illegal items into the country.

MARITIME LABOUR CONVENTION (MLC), 2006

? Frequently Asked Questions

Q: What is the Maritime Labour Convention (MLC) 2006?

A. The Maritime Labour Convention aims to ensure comprehensive worldwide protection of the rights of seafarers. The Convention outlines seafarers' rights to decent working and living conditions. The new convention consolidates and updates more than 68 international labor standards related to the Maritime sector adopted over the past 80 years. The convention contains articles that address:

- Minimum requirements for seafarers to work onboard a ship
- Conditions of employment
- Accommodations, recreational facilities, food and catering
- Health protection, medical care, welfare, and Social Security protection

Royal Caribbean Group did not need to make significant changes to comply with MLC 2006. Our standards are above and beyond many of the compliance standards of the convention. The Company continues to apply the policies and procedures contained in the Service Quality Manual (SQM) to adhere to the requirements of MLC 2006.

Q: Who is covered under MLC 2006?

A. The Convention applies to all persons who are employed or work in any capacity onboard a ship – (seafarers).

Q: How does Royal Caribbean comply with MLC 2006?

A. The Company takes pride in having the proper measures in place to comply with the convention. Each ship in our fleet must be visited by an assigned inspector, examined for compliance, and pass the inspection before a compliance certificate will be issued.

Q: Does MLC 2006 provide for Social Security and Welfare Benefits?

A. The Company currently provides access to a number of Social Security and Welfare benefits. Under MLC 2006, the Company will continue to comply with the Convention standards by providing seafarers access to protection in at least three of the following nine areas: medical care, sickness benefit, unemployment benefit, old-age benefit, employment injury benefit, family benefit, maternity benefit, invalidity benefit, and survivors' benefit.

Q: Who can issue a seafarer's medical certificate?

A. A pre-approved medical practitioner is allowed to issue a seafarer's medical certificate. Please visit RCLCrewTravel.com > go to the Crew Medical page to view the list of Company-approved medical facilities.



Maritime Labour Convention

Q: Are seafarers entitled to repatriation?

A. Seafarers are entitled to repatriation at the conclusion of the Employment Agreement or in certain circumstances including medical leave. However, seafarers are not entitled if their contract is terminated due to misconduct or resignation.

Q: Are ship owners liable for seafarers' medical care?

A. Yes, ship owners must bear the costs of seafarers working on their ships with respect to sickness and injury.

Q: What is not provided under the MLC 2006?

A. Per our Collective Bargaining Agreement, the cost of joining air tickets for new hire hotel personnel is not covered by the Company. Subsequent joining tickets are provided by the Company, except for some Category C positions, as identified in the CBA.



About Your Job

Stepping on board is just the beginning of your journey with Royal Caribbean Group. Because your job will begin right after you join the ship, it's a good idea to learn about shipboard life before you set sail. Knowing about life on board, appearance standards, and Company policies beforehand can make the transition much smoother and answer many questions you may have. Think of it as a preview of your experiences to come!



Getting Started On board

Job Responsibilities and Job Descriptions

Your job description contains specific information about your duties and responsibilities. During your first few days with the Company, your immediate supervisor will discuss your work assignments and duties with you. Use this time to ask questions about your job and find out what you need to learn. Never hesitate to ask for guidance or assistance whenever you need it.

Working Hours and Schedules

You can expect to work approximately 70 hours per week, seven days per week, or as stated in your Employment Agreement. Occasionally, you may be required to work more than 70 hours per week, or overtime. Overtime pay is provided to eligible employees who work more than 303 hours in a month.

Our workday is never more than 14 hours in a 24-hour period, and never more than 77 hours in a week. Though our workdays are long, they are split-shift days with a siesta or rest time in the middle. That's plenty of time for you to enjoy a meal, take a catnap, or be with your friends. You are entitled to two (2) rest periods within a 24 hour period. One of the rest periods must be at least six (6) hours long.

APPEARANCE STANDARDS

Our crew members take pride in themselves, and in representing our Company, they maintain the highest standards in their overall appearance and attitude.

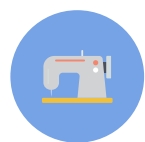
We take pride in the presentation of our ships, and we ask you to reflect that same pride in your presentation while you are onboard. To help you look your best at all times, the following guidelines were set in place:

Uniform Guidelines

Uniforms provide a consistent and professional look for our employees. When on duty, during or while walking to or from your workstation, wear your uniform according to the guidelines presented by your supervisor with regard to time of day, and your ship's itinerary.

Depending on your position, you may be expected to buy your uniform pieces as stated in your Employment Agreement. Your uniform costs can be posted to your onboard account, which you will be responsible for paying and keeping current.

When on duty, your uniform must be clean, pressed, and in good repair. To maintain a tasteful and professional look, your undergarments should not be seen through your uniform. Your supervisor may use his or her judgment to request a change in any aspect of your appearance.



Tailoring

To keep you looking your best, all Company-logo uniform items are repaired at no cost to you. Even little things like loose threads, missing buttons, and open seams or hems look messy, so don't hesitate to have your uniform repaired as soon as possible. Personal clothing may be tailored for a small fee.



Shoes/Socks/Hosiery

You are expected to wear appropriate shoes, hosiery, and socks with your uniform starting on your first day of duty. For your safety, proper shoes be worn at all times when on duty. Company-approved shoes with slip-resistant soles are required for some positions and available for you to purchase on board. Keep your shoes polished and in good condition. When in uniform, your socks should be the same color as your shoes. When on duty, women should wear hosiery in nude or a color that matches the skirt.



Tattoos, Branding, and Piercing

Body piercings, other than one piercing in each earlobe, are not acceptable. Tattoos deemed offensive by the Executive Committee should not be visible when on duty. Facial tattoos are not permitted. Refer to your brand's policy for more details.



Jewelry

Each brand has its own regulations when it comes to jewelry and accessories. In general, you should expect to be allowed to wear few pieces of jewelry and no hats or other accessories when on duty. Exceptions to this policy may be made for employees in the Entertainment division due to the nature of their jobs.



Showering

Make sure you smell fresh and clean by showering daily with soap before you go on duty. Special attention should be given to perspiration and body odor. Wear antiperspirant to help prevent unpleasant odors. You should especially be aware of the possibility of body odor if you engage in physical labor, or wear overalls or other work uniforms that are easily soiled, so take extra precautions to ensure that your body and uniform are odor-free at all times.



Oral Hygiene

Since your smile is part of your interactions with guests, your teeth must be clean and well-maintained at all times. At least twice a day, use toothpaste and mouthwash to help eliminate breath odors that can be offensive to guests and other shipboard employees.



Hands and Fingernails

Always keep your nails clean, neatly manicured and no longer than 0.25 inches. Nail polish, if worn, must be the same color in all nails and not chipped. Refer to your brand's policy for more details.



Body and Facial Hair

You are required to maintain a professional and business-like appearance when on duty. Male employees are to keep their sideburns trimmed and no longer than the bottom of the earlobe. A well-trimmed beard or mustache is acceptable as long as the beard or mustache is fully-grown at sign-on. Females should keep their underarms or legs clean-shaven if they are exposed when in uniform.



Hair Care/Styles

Your hair and scalp should always be clean. Hair must be dry when reporting to duty. Please do not comb, brush, or arrange your hair in the presence of guests.

Hair should be of natural color and maintained in a clean, combed, and business-like style. For men, hair should be no longer than collar length. For women, hair longer than collar length should be pulled back and away from the face.

Exceptions may be made to this policy for musicians and performers due to the nature of their jobs.



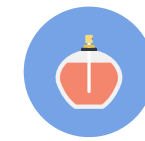
Hair Accessories

Women are allowed to wear business-like hair accessories that match their uniforms. All hair accessories are subject to the approval of your immediate supervisor. Wigs, hairpieces, and hair extensions must be tasteful and appear natural.



Cosmetics

Makeup should be tastefully applied and complement your skin tone, facial features, and match the approved uniform. Apply your makeup in private, in an area away from guests. Your total makeup concept is subject to approval by your immediate supervisor.



Fragrances

Lightly-scented perfume, cologne, or after-shave lotion can be refreshing, so feel free to use them. On the other hand, strong and heavy scents can be overpowering and are discouraged.



SHIP LIFE

Your life as a crew member is not all about work. There is plenty to do aboard your ship when you are off duty. From taking care of important things like career development and managing your banking, to relaxing at the Crew Lounge or working out at the Crew Gym, you will find that living on a ship is just like living in a small town. Familiarize yourself with ship life now and you will feel like a long time resident of the town by the time you step onto the crew gangway!

The Human Resources Team

Your HR team is always here to assist you, our valued crew member. The shipboard HR team is available to handle queries and administrative tasks related to travel, visas, crew assignments, cabin accommodations, as well as to assist you with all non-financial inquiries, concerns, and other needs. The team is usually located in an office called the HR Center or Crew Office, (you will find the open hours posted).

Crew Gangway

Crew members are asked to utilize the crew gangway to enter and exit the vessel unless they are assisting guests or managing a guest service.

The crew gangway is manned by our security staff, so don't forget to bring your SeaPass card whenever you exit and re-enter the vessel.



Cabin Amenities

Cabins contain the following amenities:

- Television
- Refrigerator
- Telephone & voicemail
- Internet (available for a fee)

Cabin Assignments

You will be assigned a cabin and provided with a key to your room. Any cabin changes must be processed officially and be fully authorized.

Food and Meals

Meals are provided free of charge in assigned dining rooms at designated times. Meal hours are posted in the dining areas.

Feel free to store snacks and drinks in your cabin, like biscuits, candy, chips, crackers, and chocolates (basically, all the items you can get in the slop chest or crew shop). However, bringing cooked food from ashore onboard the vessel, cooking food in your cabin, and/or taking cooked food from the dining areas to your cabin are strictly prohibited.

Cabin Courtesy

Since space is limited, you may share your cabin with other employees. Please be considerate of your roommates by maintaining personal hygiene, being personally neat and organized. Be respectful of other cultures and customers and be open to compromise.

Cabin Inspections

Crew cabins are inspected periodically, and inspections may occur at any time to ensure that safety, security, maintenance, and public health policies and regulations are being followed. All employees are expected to strictly comply with the ship's standards.

You are responsible for ensuring the cleanliness of your cabin. Please report any maintenance issues as soon as possible.

Cabin/Workplace Safety

The safety of our guests and crew members is of paramount importance. With that said, please make sure that you are aware of the emergency escape routes from your cabin and workplaces, as well as the location of the first aid and fire-fighting equipment nearest to these areas. The Safety Officer will familiarize you with these areas of the ship during your onboarding safety training.



• AWARENESS AND COMMUNICATION

Be aware of your surroundings and always report any safety concern. If you see something that you think is a potential safety issue, don't hesitate to speak up.

• AVOID SHORTCUTS

Make safe decisions and don't take shortcuts. It is more important to complete a task safely than it is to complete it quickly. A shortcut could be stacking too many items on a cart when it can only hold so many things, or, carrying boxes down a steep stairwell when you could use the elevator. If you finish fast but get hurt in the process, that doesn't help anyone.

• CREW SAFETY

Think teamwork! Be supportive of your fellow crew members. If you see a crew member using the wrong tool for a job, tell him/her. Remember, safety is everyone's business. Help out by letting a co-worker know that they may be at risk.

• GUEST SAFETY

We want guests to have a good time, but we want them to be safe doing it. So if you see a guest involved in unsafe behavior, take action!

• WORKPLACE SAFETY

A clean work environment is a safe work environment. If you take the extra time to ensure your workstation is clean and organized, it will help eliminate dangerous situations.

• CABIN SAFETY

Your cabin may be small and you may share it with a roommate. If it is not maintained, it may become cluttered and unsafe. You are responsible for keeping your living area clean, safe, and organized. Remember: You should never use any external heating device such as an iron, heating plate, candles, or related devices/items.

• USE THE RIGHT EQUIPMENT FOR THE JOB

A common mistake that many crew members make is trying to save time by using the incorrect tool or equipment for a task. For example, using a chair as a ladder could result in injury. Take time to find and use the most appropriate tool or equipment for the job.

• BE SAFETY INFORMED

As mentioned earlier, know and understand the different types of evacuation plans from your cabin and your workstation. Read safety information posted throughout the ship and do not be afraid to ask questions when you are unsure about something. Additional safety information will be provided to you once you are onboard.

• NAVIGATE SAFETY

Working on a ship requires some extra consideration to do everyday tasks safely. Even if you're in a hurry, remember to just walk and do not run. Corridors can be narrow while stairs tend to be steep and have small steps. Remember to pay attention when using stairs onboard. Whenever transporting or carrying equipment or another item, make sure you use the proper crew elevator.

• SAFETY EQUIPMENT

Safety equipment is provided to minimize work-related hazards. Always remember to wear safety equipment such as slip-resistant shoes, the correct uniform, safety belts, or other equipment, as needed or required.

GOING GREEN

Energy conservation is a very important for our organization. Be sure to conserve energy at all times by following these rules:

- Turn off lights and faucets when not in use
- Unplug unused chargers and related electrical equipment



Launched in 1992, Royal Caribbean's Save the Waves™ program has become an integral part of each shipboard employee's job. It forms the backbone of daily operations on board our ships and has four key principles:

- Go Above and Beyond Compliance – Do more than is required by regulations.
- Practice Pollution Prevention – Absolutely nothing may be thrown overboard!
- Reduce, Reuse, and Recycle – Reduce the generation of waste material, reuse and recycle as much as possible, and ensure proper disposal of remaining wastes.
- Continuous improvement and innovation.



CUSTOMS INSPECTIONS

Aside from our internal inspections, your cabin may be inspected at any time by local customs officials. Employees are prohibited from bringing illegal food or plant items on board. Illegal food includes animal products or by-products such as: meat (fresh, dried, or frozen), eggs, milk, butter, soft cheese, yogurt, and any other dairy products. Illegal and prohibited food also includes fresh fruit and vegetables. Bringing agricultural products and plants aboard the ship is also prohibited.



MANAGING YOUR FINANCES

GETTING PAID

Employees are paid in US dollars, twice a month – on or before the 15th and on or before the last day of each month – depending on the scheduled payroll dates. You will receive your salary through our Salary at Sea (S@S) program. S@S allows the company to electronically load your salary on a prepaid MasterCard debit card. The S@S program offers crew members secure, convenient and flexible access to their earnings. You can use your S@S account in a number of ways:

- Your chip & pin card will allow you to make purchases with credit card merchants around the world
- Your chip & pin card will allow you to withdraw cash from onboard crew ATMs and land-based ATMs around the world
- Your online S@S account will allow you to setup automatic transfers for up to three bank accounts around the world
- Your online S@S account will allow you to transfer funds directly with money transfer companies such as Western Union and Remitly.

TAXES

Each crew member is responsible for any taxes due to their country of origin. For United States citizens or residents, or employees who live in the United States, income tax is calculated based on W-4 forms. Appropriate taxes will be deducted from your gross wages as determined by the tax laws.

ONBOARD ACCOUNT

We operate in a cashless environment with zero limits. This means you must maintain credit on your personal onboard SeaPass account in order to make purchases.

Each time you make a purchase in the Crew Bar, Crew Shop or any onboard revenue area, a charge will be posted to this SeaPass account. SeaPass accounts may be paid with cash or backed with a credit card or Salary@Sea card by visiting the Payroll Office.

Crew Debit Kiosks are also available on some ships and allow crew members to deposit money on to their SeaPass account at any time of the day.



CREW SERVICES

While the fast-paced shipboard life is exciting, the work hours can be long, which is why we try our best to help you maintain a work-life balance at sea by providing you with time for personal and social activities. Here are some highlights of what's available for our crew:

CREW GYM

Staying healthy should be a top priority for you regardless of where you are in the world. As you travel to exciting destinations with us, we want to help ensure that you're able to maintain an active lifestyle, too. On board our ships, we have healthy food options, as well as workout facilities available, so you can continue working toward your personal fitness goals.

All ships have a crew gym with weights and cardiovascular equipment. We encourage you to spend some of your spare time in the crew gym to relieve stress and maintain your energy levels.

CREW BAR/LOUNGE

A crew bar/lounge is open for shipboard employees and can be used after work hours and during breaks. Drop by the lounge to socialize with other employees and meet new friends,

MEDICAL CENTER

Our ships have state-of-the-art medical facilities with a professional medical staff ready to assist you with your medical needs.

If you have any prescriptions that have been cleared as part of your Pre-Employment Medical Examination, make sure you have enough medication for the duration of your assignment before you join the ship because it can be very expensive to fill prescriptions in many ports of call.

As an additional benefit for our crew, our medical team also drives different initiatives to help prevent health issues and help you manage your wellness.



LAUNDRY

Company-logo uniform items are washed or dry cleaned at no charge to you. When you turn in your uniforms for cleaning, make sure to allow enough time for them to be laundered before you resume duty. Personal items may be dry cleaned and laundered for a small fee. Additionally, all ships have employee laundry facilities where crew members may wash their personal clothing.

OTHER CREW SERVICES

Other crew services may include:

- Printing/Digital Pictures
- Spa and Salon Services
- Movies/DVDs
- Onboard Shops
- Crew Television Channels
- Crew Library



+ PUBLIC AREAS

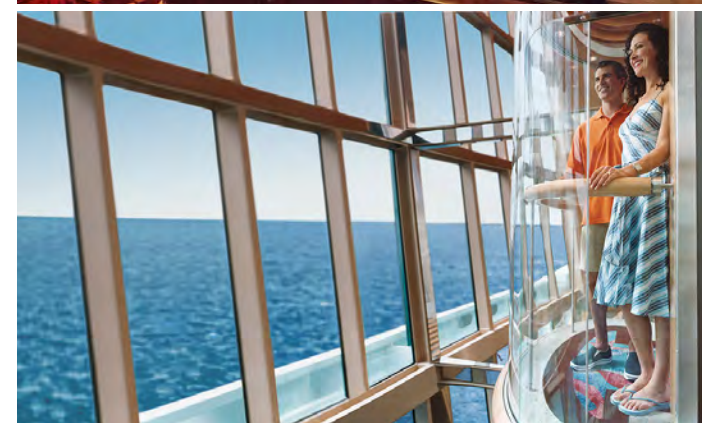


GUEST AREAS

Depending on your position, you may not enter guest areas unless you are performing a work-related activity. Also, keep in mind that our guests always come first; be sure to give them first priority wherever they are on our ships.

GUEST STATEROOMS

You may only enter a guest stateroom to fulfill a guest request (i.e., stateroom service or maintenance). If you are found in a stateroom and you are not fulfilling a guest request, you will be dismissed immediately. No exceptions!



RESTRICTED AREAS

Shipboard casinos, guest swimming pools, and whirlpools are off-limits to shipboard employees.

ELEVATORS

Main elevators are for guest use only. Employees may use the guest elevators when accompanying guests to another location on official business on board the ship. Otherwise, please use staircases or service elevators in crew areas.



+ KEEP IN TOUCH

Are you eager to share stories about your adventures with family and friends? Don't just send a postcard (though you can do that, too!). There are several ways to keep in touch with your loved ones:



MAIL

Mail is usually received at every homeport and is distributed as soon as possible. Sending mail is easy, and stamps are available at any port where you can send mail.



SHIP ADDRESSES

Ship addresses are posted in the HR Center/Crew Office and printable copies are available upon request.



SENDING PACKAGES

In order to send parcels or small packages from any port, the first thing you need to do is complete a Landed Goods Advice form (LGA) to declare the item(s) to customs. LGA forms and complete instructions on how to send packages can be obtained at the HR Center.



RECEIVING PACKAGES

You may be able to receive personal packages sent to the ship. However, there are limitations in size and number, so please check with your onboard HR team.

CREW ACTIVITIES

CREW WELFARE PROGRAM

The shipboard HR team is always thinking of ways to create a fun and relaxing environment for you when you are not working. They will plan several activities for you, as well as be available to assist you with video rentals, bike rentals, information about ports of call, and other programs to make your life on board balanced and enjoyable.

GOING ASHORE*

While our guests always get priority, crew members are also allowed to go ashore, provided they are not scheduled for in-port manning, not confined to the cabin because of illness or injury, and are not on duty. Have your SeaPass card (and your I-95 form for US ports) ready to show the Security Staff at the gangway. Before you leave the ship, check the crew back on board time. You are responsible for arriving back on the vessel before the crew window has expired.

VISITORS

All visitors must be approved in advance by the Staff Captain.

TENDER SERVICE

Crew members can use the tender service once guests' "peak times" have cleared. Listen for crew announcements and check what time the last crew tender leaves shore to return to the ship.

BEHAVIOR ASHORE

While on shore, please remember that you still represent Royal Caribbean Group and you should always behave in a professional and kind manner with all crew members, guests, and vendors you may encounter while in port.

**Due to COVID-19, shore leave guidelines have changed and depend on country restrictions and other factors.*



INTERNET CAFES/EMAIL

Staying connected with family and friends through the Internet is simple. Most of our ships have Internet cafés where you can go online. If you have a laptop, ships have wireless connections that are available in your cabin. Internet packages are available for purchase.



PHONE CALLS

Telephone communication is available via satellite on board; however, satellite telephone calls can be costly and crew members usually prefer to connect with friends and family over the internet. Most crew members carry their own mobile devices and have prearranged international plans. For emergency situations, family members of shipboard employees may contact Crew Assist (1-877-414-CREW) to relay a message. Once on board, you may provide your family with an emergency number to contact the ship directly. Ask your onboard HR Team for more details.



POLICIES

RULES & REGULATIONS

MASTER'S RULES AND REGULATIONS

These rules are the commonly accepted code of ship operations. Each Captain on board our ships has the authority to establish his rules and regulations, and may be different from the ones listed below. By joining our Company, you are agreeing that you will live by these rules while working for one of our brands, whether on board or ashore.

No drunkenness will be tolerated.

No Officer, Staff, or Employee will possess or use illegal drugs or weapons.

No employee will use indecent language.

No employee will be involved in brawls or fights.

Employees will not deface, abuse, or steal the ship's property.

7. Respect must be given to Officers and Co-workers at all times.
8. Respect and courtesy must be given to guests at all times.
9. All shipboard employees must attend boat drills and other required safety drills.
10. Shipboard employees must report for duty on time.
11. Shipboard employees must retain the cabins assigned to them and may make changes only with permission from onboard Human Resources.
12. When on shore or leave, crew members are required to return back to the ship as per the All Crew Onboard time which is posted at the crew gangways. Keep in mind that some ships have dedicated crew gangways and other ships crew will use guest gangways. Guests have priority and crew members are not to jump lines ahead of guests.
13. All shipboard employees must show their crew cards upon boarding the ship.
14. Shipboard employees must be properly dressed at all times.
15. Mealtime schedules must be followed.
16. Gambling is prohibited for all shipboard employees.
17. Smoking is only allowed in designated **crew** smoking areas.
18. Cabins must be kept clean and orderly at all times.



KEY POLICIES

In order to keep our ships a safe place for both, employees and guests, we expect our employee to understand and follow all Company policies.



SAFETY POLICY

We are committed to operating with “Safety First” for our guests and employees as a primary business objective; safety is the responsibility of every employee, shipboard or shoreside, and is our focus to assure that uncompromised safety and health standards are practiced at all times.



ENVIRONMENTAL POLICY – SAVE THE WAVES™

Save the Waves™ is our environmental protection program for employees, guests, and visitors. At the core of this program is our pledge that nothing goes overboard, not even cigarette butts, cups, or napkins. The Save the Waves™ program focuses on three key principles:

1. Reducing the creation or generation of waste materials
2. Recycling as much as possible
3. Ensuring proper disposal of remaining waste



TRASH/WASTE DISPOSAL

Trash should be properly disposed of in containers provided throughout the ship or in wastebaskets found in each stateroom. Waste materials or other foreign objects should never be flushed down a toilet and never discarded overboard.



PERFORMANCE

There is a basic expectation that you will perform successfully in your job. It's up to you to follow all the departmental rules and regulations, as well as Company policies and procedures.



PROBATIONARY PERIOD

As a new employee, you will be placed on a probationary period when you first join the Company. This period will include your first 90 days on the job when working for Royal Caribbean Group. The Company may end your employment at any time during your contract period if you perform your job duties below expected standards. Please refer to your Employment Agreement or consult your immediate supervisor for more details.



CREW CONDUCT

At Royal Caribbean Group, we want to make sure that you are productive and enjoy your time working with us. We are committed to providing you with a safe and respectable work environment. All Officers, Staff, and Crew are expected to know and adhere to all rules, regulations, and policies, and those of their respective brand. Failure to obey these rules and regulations, or any other policy will result in disciplinary action and possible dismissal. Dismissal from a Royal Caribbean ship means you will no longer be employed by the Company.

A full list of Company policies will be provided to you as part of your new hire orientation.

ILLNESS AND TARDINESS

If you become sick and are not able to perform your job, please submit a note from the doctor to your supervisor.

Please remember that we count on you, and expect you to arrive to work on time for each scheduled shift. Being late may lead to disciplinary action.

PROGRESSIVE DISCIPLINE

There are times when it is necessary to provide specific, formal, documented feedback regarding unsatisfactory performance. Feedback in this form will be maintained in the employee's file. Progressive Discipline is not meant to punish employees, but is used to help improve performance when coaching has not had the desired outcome. In cases of severe policy violations, Progressive Discipline is used.

STATEMENT OF FAIR TREATMENT

Royal Caribbean Group recognizes that you have the basic right to be respected and treated in a fair manner.

DISCRIMINATION-FREE ENVIRONMENT

Employees and guests have the right to enjoy an environment that is professional and promotes equal opportunity, and one that does not allow discrimination in any form. At Royal Caribbean Group, we do not tolerate discrimination or harassment on the basis of race, gender, nationality, religion, age, sexual orientation, color, disability, or ethnic origin. Violations may constitute cause for termination of employment.

ALL CREW MEMBERS WILL:

- Exhibit the basic virtues of respect, dignity, courtesy, and good manners at all times
- Recognize and avoid behaviors that other crew members, concessionaires, and guests may find offensive.
- Avoid situations that present a potential or actual conflict between their interests and the interests of the Company.
- Adhere to the Company's Zero Tolerance Policy on harassment, inappropriate guest interaction, alcohol abuse, and crime.

INAPPROPRIATE OR ABUSIVE BEHAVIOR

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

Employees must refrain from engaging in activities that are contrary to the interests of the Company, including posting inappropriate material on the Internet, or other public forums, with the intent to portray the Company and/or co-workers in a negative manner.

UNSAFE BEHAVIOR

Crew members are expected to observe all safety instructions when performing their jobs. This includes wearing appropriate personal protective equipment for jobs with recognized hazards, and reading material safety data sheets before working with chemicals. Crew members are also expected to avoid shortcuts which could result in injury, such as standing on a crate to change a light bulb, or using tools for purposes other than for which they were designed including sitting, standing, laying, or climbing on, over, or across any exterior or interior railings or other protective barriers, and tampering with ship's equipment, facilities, and safety systems.

ACCIDENT, INCIDENT, AND CREW MEMBER INJURY REPORTING

Crew members must report any accident, incident (near miss), or injury to their immediate supervisor and/or the ship's Security Staff as soon as possible to allow a full and proper investigation.

DISCOURTEOUS OR DISRUPTIVE BEHAVIOR Audio from devices and TV sets should be played at a level that does not disturb others. Roller blades, roller skates, skateboards, scooters, bicycles, and similar items may not be utilized on board (except for mobility aids related to special needs, as approved by the ship's Medical staff). Crew members are expected to demonstrate courtesy at all times, and respect common crew spaces and ship facilities.

DINING AREAS & DRESS CODE

Officers and Staff shall be in proper uniform – including nametags – at all times while in guest areas. Evening uniforms will be worn after 1800 hours. Colorful hair ties, dangle earrings, and nails inconsistent with uniform guidelines are unacceptable.

HAND WASHING

Remember to wash your hands with soap and warm/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.

SMOKING

Smoking is not permitted except in designated areas. Cigarettes, cigars, and pipe tobacco must be properly disposed of and never thrown overboard. Crew members must be at least 18 years of age to purchase, possess, or use tobacco on board.

ILLNESS AND ISOLATION

If you are ill/sick, as determined by the onboard medical team, you may be required to quarantine in your cabin.

PROHIBITED ITEMS

ITEMS WITH HEATING ELEMENTS OR OPEN FLAMES

Certain items that generate heat or produce an open flame are not permitted on our ships. This includes clothing irons, hot plates, candles, incense, and any other items that may create a fire hazard, or are deemed unsafe by shipboard security (curling irons, flat irons, and hair dryers are allowed).

BANNED FOOD ITEMS

Any food that has been identified by government officials as capable of causing illness or harm if transported or consumed are not permitted on board.

DRUGS OR OTHER ILLEGAL SUBSTANCES

No illegal drugs or other illegal substances are allowed on board or during transfers to and from ships, inside terminals, 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 ports of call have strict laws that address drug possession. Crew members found in violation of such laws are subject to arrest and prosecution by the foreign jurisdiction (and perhaps US or other authorities as well) and may be prevented from re-boarding the ship. Random drug screening does take place and is conducted on board. These tests are completed unannounced, crew members are randomly selected, and a third-party company conducts the drug testing.

SAFETY AND SECURITY

Safety and security are everyone's responsibility. Employees who become aware of unsafe or possibly illegal behavior on board a ship or at any of the locations at which we conduct business should immediately report such behavior to the ship's Security Staff or other ship management. This may be done via the ship's telephone, or by seeking the assistance of another crew member.

WEAPONS, EXPLOSIVES, OR OTHER DANGEROUS ITEMS

No weapons, explosives, or other items that present a risk of harm to persons or property, are permitted on board. If found, they will be confiscated and appropriate action will take place. Items such as dive knives must be reported to a Human Resources representative or Security staff upon boarding. They may be permitted on board, but held in safe custody by the ship's Security Staff when not in use ashore.

ZERO TOLERANCE POLICY ON HARASSMENT, INAPPROPRIATE GUEST INTERACTION, ALCOHOL ABUSE, & CRIME

The Company will not tolerate undesirable behavior, such as harassment, inappropriate guest interaction, testing over the alcohol limits established by the Company, and crimes (including but not limited to violence, theft, or illegal drug use). Such behavior will result in the automatic imposition of severe penalties up to and including termination for first offenses.

INAPPROPRIATE GUEST INTERACTION

Our professional relationship with our guests makes it absolutely necessary that we conduct ourselves appropriately at all times. Sexual contact or intimacy with guests is never acceptable. Such contact or intimacy includes, but is not limited to, the following behaviors:

- Having sexual contact with guests, even with consent
- Offering sexual favors of any kind to guests
- Accepting guests' sexual advances
- Telling jokes or recounting tales/experiences of a sexual nature
- Using language that is implicitly or explicitly sexual or offensive

All of these behaviors violate Company policy. If you have sexual contact with guests, you can be dismissed immediately. This policy applies to all crew members on board Company vessels or at ground properties owned or leased by the Company.

Having sexual relations with minors, sexual assault, and rape are all crimes punishable by law. All allegations of sexual contact with minors and sexual assault and rape will be investigated and reported by Global Security to the proper legal authorities and will be prosecuted to the fullest extent allowed by the law.

AVOID PROBLEM SITUATIONS

The following guidelines are for your protection and for the protection of our guests, and will be strictly enforced. Following them at all times will also help keep you safe from charges of assault from guests:

- Never allow guests into your cabin.
- Never allow guests to attend crew member parties.
- Never enter a guest stateroom without proper authorization. There are no exceptions. Any crew member found in a guest stateroom without proper authorization will be dismissed immediately.
- Never use guest elevators unless in the line of duty.
- Never arrange to meet a guest for social reasons outside the ship while in port.

VISITS

At the Master's discretion, employees may be granted permission to visit their family and/or friends in guest staterooms.

- Master's approval must be requested at least one week prior to the voyage
- Employees may only visit guest staterooms and areas specifically authorized by the Captain.
- Visitation may only occur when the employee is not working.
- The employee must wear civilian clothing when visiting the guest stateroom. This is the only time employees are allowed to be out of uniform while in a guest area.

SAFE PRACTICES

- Always treat guests with respect and courtesy. Immediately report sexually-aggressive individuals (including guests) to a member of the ship's Management Team.
- Always avoid touching guests in ways that may be considered "sexual" or "inappropriate".
- Always avoid contact with guests who are physically aggressive or violent. If a guest becomes violent with you, leave the scene and tell a member of the Security Staff.

ALCOHOL

Royal Caribbean Group expects its crew members to be responsible for their actions at all times, including during transfers to and from ships, inside terminals, while on board, at our ports of call, during shore excursions, and at our Private Destinations.

Consuming alcohol in excess impairs one's judgment and reduces one's ability to recognize and avoid potentially dangerous situations. Crew members who choose to consume alcohol must do so responsibly. The following statements are taken from the Company's Drug and Alcohol policy. The complete text of that policy can be found in the SQM:

- No crew member shall use, possess, sell, or assist in the sale or distribution of illegal drugs.
- No crew member may consume or otherwise use alcohol while on duty.
- No watchkeeping employees, or any employee holding a position as described in the Safe Manning Certificate, shall consume alcohol or any other intoxicating or anesthetizing substance within 8 (eight) hours of the start of duty.
- No on-duty crew member shall have blood alcohol content (BAC) above .04%.
- No off-duty crew member shall have blood alcohol content (BAC) above .05%. Any crew member found to have a BAC in excess of either of these limits, while either respectively on or off duty, shall be in violation of this policy and shall be relieved from duty and subject to immediate termination.
- Employees 21 years of age or older may enjoy alcoholic beverages including beer, wine, and spirits in designated employee lounges. Employees who are permitted to socialize in designated areas may also enjoy alcoholic beverages in approved staff areas.



Testing of an employee can be required by the Company during the following circumstances:

- Pre-Hire
- At the time of any accident or near-accident
- At any time the Captain has reasonable cause to require testing

All crew members under the age of 21 are prohibited from consuming alcohol, regardless of ship location or local laws. Age is established at sign-on. If a crew member celebrates their 21st birthday while on board, they may thereafter ask the ship's Management to modify the ship's records to permit the consumption of alcohol. The individual will be required to present their SeaPass card as a form of identification to establish that they are 21 or older. The ship's staff may refuse to serve alcoholic beverages to anyone who does not consume alcohol responsibly and may request verification of age to determine whether they are of age to consume alcohol.

No one under the age of 21 may possess or consume alcohol during transfers to and from ships, inside terminals, while on board, or at our private destinations.

Crew members are not permitted to bring alcoholic beverages on board for consumption or any other purpose, and are prohibited from purchasing alcoholic beverages from onboard shops or in ports of call. 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 corrective action, as detailed in the Consequences section below.

Crew members who violate any alcohol-related rule, including but not limited to underage drinking; providing alcohol to minor(s); possessing, concealing, or attempting to conceal alcoholic items in their luggage; or failing to consume alcohol responsibly, will be considered for disciplinary action up to and including termination.

The Company maintains an Alcohol Assistance Program (AAP) which is available to all employees. Employees wishing to participate in the AAP must request to do so before they are found in violation of the alcohol policy.



CONSEQUENCES

FAILURE TO ADHERE TO POLICIES

Failure to act in accordance with Company policies may result in dismissal, reporting to local law enforcement authorities, and/or any other actions deemed appropriate by the ship Captain.

Establishing and articulating a Crew Member Conduct Policy helps ensure that everyone can enjoy a fantastic, safe, and secure cruise experience.

We know we can count on you to follow these policies and help us foster a safe and enjoyable work environment! We can't wait to welcome you onboard!

RESOURCES

We trust you find this booklet to be a good source of information about life on board, however, we understand you may have additional questions. If that is the case, please contact your onboard HR Manager or direct supervisor for additional resources. And remember, you play an important role in ensuring our ships provide a safe and fair work environment, if you witness or suspect misconduct, please speak up by contacting your immediate supervisor, HR Manager or representative, or the Group's AWARE (Address Wrongdoing as Responsible Employees) department. You may contact AWARE using the information below:



Report online:
www.reportlineweb.com/aware



Send an Email:
RCLAWARE@tnwinc.com



Call toll-free:
Shoreside: 888-81-AWARE
(888-812-9273)
Shipboard: **88



OUR BRANDS

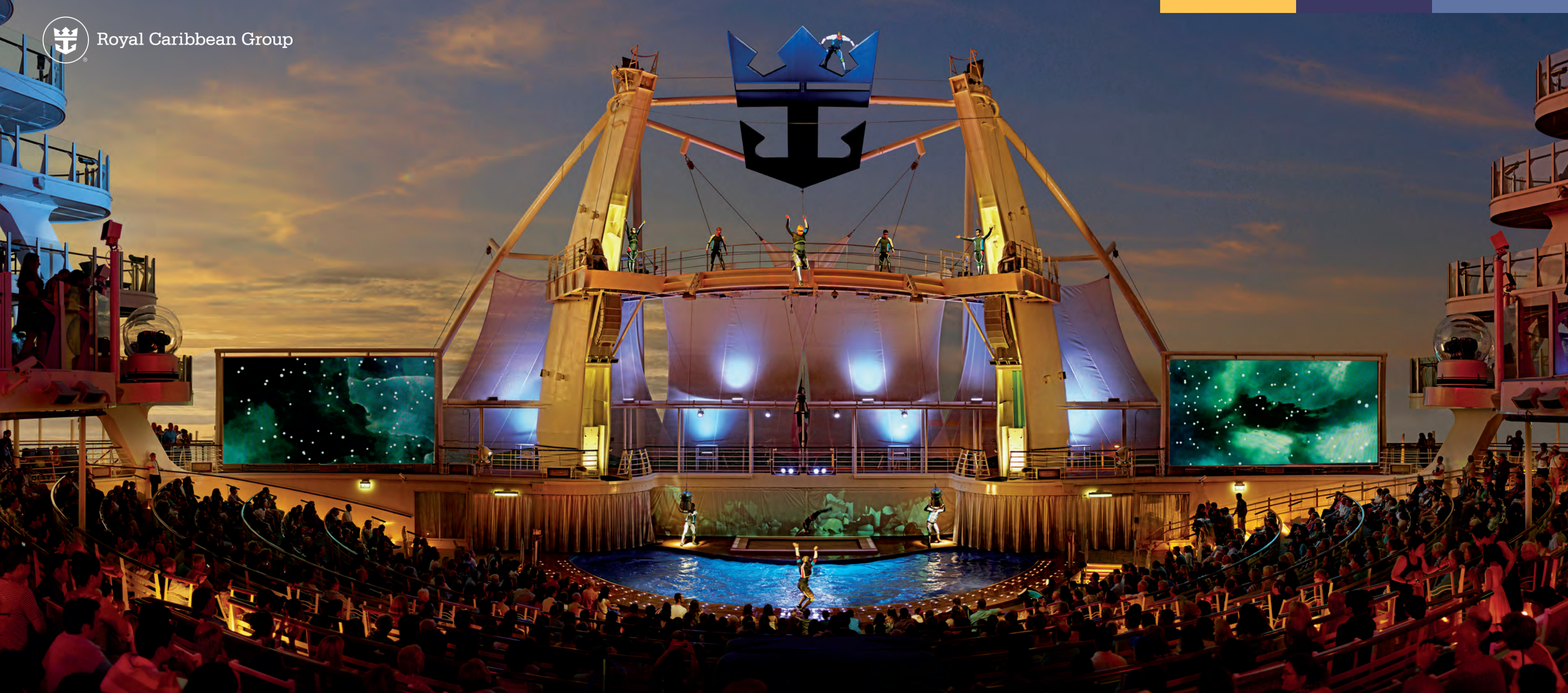


Royal Caribbean Group is a global cruise company that operates various brands which share a common vision anchored in excellence.

We have a common passion for creative thinking, innovative engineering, and outstanding guest service that drives continuous improvement in everything we do.

A MEMBER OF ROYAL CARIBBEAN GROUP





ROYAL CARIBBEAN INTERNATIONAL

Royal Caribbean International is known for driving innovation at sea and has continuously redefined cruise vacationing since its launch in 1969. Each successive class of ships pushes the envelope of what is possible on a cruise ship. The global cruise line has debuted countless industry “firsts” – such as rock climbing, ice skating, surfing, and sky diving simulator at sea – to capture the imagination of families and adventurous vacationers alike.

CELEBRITY CRUISES

Celebrity Cruises encourages guests to sail beyond their own borders and expand their horizons. The iconic "X" is the mark of luxury, the mark of contemporary spaces that are at once coolly sophisticated and warmly inviting. Where the culinary experience is influenced by global cuisines and designed by Michelin-starred chefs. Where the staff provides seamless and intuitive service that's both personal and unobtrusive. Where everything is designed to provide unparalleled luxury cruise vacations for travelers of every age.





SILVERSEA

Silversea's small luxury ships are designed for those who delight in the thrill of discovery while indulging mind and body in the most lavish surroundings imaginable. All accommodations are spacious, ocean-view suites that include butler service, and most include private verandas. The ships range in size from 51 to 304 suites to ensure each of our guests finds the perfect balance between choice and intimacy. Silversea voyages and cruise expeditions sail to over 900 destinations on all seven continents, more than any other cruise line. Silversea offers around-the-clock, dedicated Butler service in all suites. Guests at Silversea are assured their every need is well served – with thought, surprise, and charm.





TUI CRUISES

TUI Cruises caters to German-speaking guests and its brand, Mein Schiff®, specializes in creating contemporary cruise vacations that feature open and expansive spaces, quality service, and first-class cuisine and hospitality. An emphasis on health, relaxation, and wellbeing is seen in TUI Cruises' expansive spas, including the largest Finnish sauna at sea and state-of-the-art fitness equipment on board. Founded in April 2008, TUI Cruises is a joint venture between Royal Caribbean Group and TUI AG, the world's leading tourism group (with an umbrella of airlines, travel agencies, online portals, travel operators, hotels, and cruise liners).



HAPAG-LLOYD CRUISES

"We place the world at your feet" – this is the main aim of Hapag-Lloyd Cruises. Hapag-Lloyd's luxury cruise ships *Europa* and *Europa 2* are the only cruise ships to receive the coveted distinction of 5-stars-plus in the latest edition of the renowned Berlitz Cruising & Cruise Ships 2020. The brand's expedition ships *Hanseatic nature*, *Hanseatic inspiration*, and *Hanseatic spirit* combine great adventures with utmost comfort.

FREQUENTLY ASKED QUESTIONS

WHAT ARE THE REQUIREMENTS TO WORK ON BOARD ROYAL CARIBBEAN GROUP SHIPS?

A: Regardless of the position for which you are applying, you must have a valid passport to qualify for shipboard employment, and the ability to:

- Obtain a C1/D visa (unless you are Canadian or a US citizen or resident)
 - * IMPORTANT: AS C1/D is a US Visa, if a crew member is not scheduled to a ship sailing in US waters during their contract, they should not attempt to obtain or renew a C1/D as they risk being denied. Anyone denied for a C1/D, without clear substantiating evidence, may be deemed as being ineligible to join.
- Pass the Company's pre-employment medical examination (PEME)
- Obtain relevant itinerary-driven visas (i.e. Schengen visa)
- Present the proper qualifications/certifications that are required, based on your role
- Pass a criminal background check

WHAT IS A C/1D VISA?

A: The C1/D crew member visa is a combination non-immigrant visa for seafarers traveling to the United States to join their assigned vessels. The standard Company requirement is for all non-US/non-Canadian crew members (US and Canadian citizens do not need a C1/D visa to work on board) to have a valid C1/D visa prior to joining a vessel operating in US waters. The C1/D visa must be valid for the duration of the crew member's contract plus one month or be valid beyond the time of the ship's departure from US waters, if repositioning. The C1 visa allows a crew member to enter the US to transit and join their respective vessels. The D visa is required for the foreign crew member to be manifested on board, or to debark in a US port. They may be issued jointly as one visa (C1/D) or in separate stamps (C1 and/or D).

WHAT IS A SCHENGEN VISA?

A: Some nationalities are required to obtain this visa in order to enter countries that are part of the Schengen territory, in Europe. Your Hiring Partner or HR representative will inform you if you need to apply for a Schengen visa.

WHERE DO I GET THE PRE-EMPLOYMENT MEDICAL?

A: Crew members are required to complete an extensive pre-employment medical examination prior to joining the ship. In most cases, the cost of the PEME is shouldered by the employee. The examination should be conducted through one of the Group's approved medical facilities and must result in a "Fit for Duty" certificate. This medical documentation will then be valid for two years.

WHAT LANGUAGES ARE REQUIRED TO WORK ONBOARD?

A: English is the official language on board our vessels, therefore, all employees must be able to read, write, and speak English. Some positions have specific language requirements, but in general, English is sufficient; however, because of our international guests and exciting itineraries, it is helpful if you speak additional languages, including (but certainly not limited to): Italian, German, French, Spanish, and Mandarin. Additional language skills are always a plus!

DOES ROYAL CARIBBEAN GROUP HIRE COUPLES?

A: The Group welcomes couples on board. However, each applicant is assessed individually based on their qualifications, and although every effort is made to accommodate couples to be assigned to the same ship, we cannot guarantee that they will get the same vessel assignment since – as it is understandable –business needs take precedence.

IS MEDICAL ATTENTION AVAILABLE TO EMPLOYEES?

A: Of course! Our crew's safety and well-being is our highest priority. Should employees become ill while on board, each ship has a team of dedicated medical professionals that will provide assistance at no cost to the crew member. However, while the medical team is ready to assist in any urgent situation, they shouldn't be considered your primary medical care provider. It is important to join the ship healthy and ready to work. If you have any prescriptions that have been cleared as part of your pre-employment medical exam, those should be filled for the duration of your assignment before you join. It can be very expensive to fill prescriptions in many ports of call.

HOW LONG WOULD I BE ON BOARD BEFORE GOING BACK HOME?

A: A contract ranges anywhere from three to approximately eight months, depending on the position. Most senior management roles have four-month contracts while most of the rest of the positions have six-/eight-month contracts. Employees live on board for the total length of their assignment.

WHAT HAPPENS IF I HAVE A FAMILY EMERGENCY?

A: In the case of family emergencies, the Company will make every effort to accommodate your request.

WHERE WILL I HAVE MY MEALS?

A: Our chefs create a variety of dishes from different parts of the world for our crew members, providing options for a healthy and well-balanced diet. All meals are served in crew-allocated dining areas.

WILL I ALWAYS WORK ON THE SAME SHIP?

A: Assignments are based on many factors, and priority is given to business need. Generally, there are periods where an individual is assigned to a particular ship, in order to provide an opportunity for the teams to build relationships and consistency. However, as with every aspect of shipboard life, flexibility is important. You might be transferred to another ship as necessary.

CAN I CONTINUE TO USE MY HP FOR SERVICES AFTER MY FIRST CONTRACT AND FOR FUTURE ASSIGNMENTS?

A: Royal Caribbean Group pays Hiring Partners (HP) to assist with the joining and onboarding process of new hires; however, services provided to crew members after their first contract are optional and may have an associated fee. Fees should be clearly displayed at the HP's office, and, if incurred, must be paid by the crew member. You will never pay a fee to obtain a shipboard assignment.

INVITE OTHERS TO SAIL WITH US!

Invite others to sail with us!

Royal Caribbean Group's cruise brands offer unique cruise opportunities for thousands of employees. Together, our brands operate over 60 ships with more ships on order. Invite your family members and friends to sail with us! For more information, visit [RCGCareers.com](https://www.rcgcareers.com)

