

Super Cruise 2021 Frequently Asked Questions (FAQ)

Royal Caribbean Health and Safety Policies

Please note that the below health & safety update is from Royal Caribbean's website & correct as of the 30th of July 2020. As further updates happen, we will inform our guests accordingly.

What is the latest update on Coronavirus (COVID-19) Health Protocols?

Royal Caribbean are currently laser-focused on additional safety enhancements for their return to service. To develop our future boarding screening process and updated health protocols, Royal Caribbean is collaborating with government health authorities, the Cruise Lines International Association, and their own team of medical experts. These are not yet finalized, but when they are, Royal Caribbean will publish them online and notify all guests and travel advisors proactively.

Royal Caribbean knows that their guests who are 70+ years old and those with chronic conditions are especially eager to understand what cruising will look like in the future. Please know that every decision Royal Caribbean makes, and all the fine-tuning they are doing, has their guests' well-being in mind.

Royal Caribbean has developed a comprehensive plan to respond to COVID-19 situations, just in case. Preparedness is key!

If someone should fall ill or display symptoms while sailing, Royal Caribbean have rigorous protocols in place, including intensified cleaning, air filtration and sanitising procedures and medical isolation.

Each ship has had its inventory reviewed and are all well-equipped with supplies and personal protective equipment, such as masks and medicine.

What measures are being taken to keep all passengers & crew healthy?

Everything Royal Caribbean do, onboard and on land, is about safeguarding our guests and crew. Our ships provide a worry-free holiday! Here are some steps we are taking to ensure that we keep you healthy.

- 1. REDUCED TRAVEL TO IMPACTED COUNTRIES: Along with a team of medical experts and guidance from health organisations, we are monitoring the situation and either cancelling or modifying itineraries to impacted areas.*
- 2. ENHANCED BOARDING SCREENING: At the pier, all guests participate in mandatory screenings that include exclusion due to travel based on temporary restrictions and even a thermal scan to check everyone's temperature. Some guests may be subject to a secondary review. Dependent of screening results, some guests may be denied boarding to ensure that we keep our ships healthy and safe.*
- 3. HEIGHTENED SANITATION AT CRUISE TERMINALS Before and after all sailings, the cruise terminal is thoroughly sanitised. And, boarding, each ship undergoes deep sanitation using industry-standard cleaners proven to combat bacteria and viruses.*
- 4. ADDITIONAL SANITATION SAFEGUARDS ONBOARD OUR SHIPS With the guidance of the World Health Organization and US Centres for Disease Control, all ships across the entire*

Royal Caribbean International fleet have elevated sanitation procedures. Key areas, which include our public venues and toilets, are sanitised approximately every 30 minutes.

5. *HAND SANITISERS EVERYWHERE: One of the best ways to stay healthy is to keep your hands clean. So, we have increased the availability of hand sanitiser stations and continue to enforce hand cleansing at all food venues onboard. Hand sanitisers are effective against a broad number of pathogens, including Coronavirus (COVID-19).*
6. *ENHANCED MEDICAL PROTOCOLS: We have rigorous medical protocols in place to help those who aren't feeling well, like complimentary medical consultations for guests with fever or flu-like symptoms, medical isolation when warranted, and intensified ship cleaning, air filtration and sanitisation procedures.*
7. *STATEROOM CLEANLINESS: Guest staterooms are thoroughly cleaned twice a day. During instances that guests display flu-like symptoms, their stateroom will receive an additional deep-cleaning.*
8. *DAILY HEALTH UPDATE ANNOUNCEMENTS: During each sailing, the Captain makes two announcements each day to remind guests to wash their hands often, use recommended coughing etiquette and to report any high fever or flu-like illness symptoms immediately.*

What can I do to help keep fellow passengers & crew healthy?

After toilet visits and before meals and snacks (it is a cruise, there's lots of that), make sure to wash your hands thoroughly with soap and water for at least 20 seconds.

If you happen to sneeze or cough, cover your nose and mouth with tissue (or your upper sleeve) – never your hands or without covering your nose and mouth. It is a polite thing to do.

Use hand sanitiser often. Rub the gel thoroughly and in between your fingers, until your hands are dry.

Our crew members are required to report illness immediately, and our guests are encouraged to do the same! If at any time you experience flu-like symptoms, such as chills, cough, runny nose, fever, congestion, or a sore throat – visit our Medical Facility immediately for a complimentary check-up. Our doctors and nurses are always ready to assist with careful evaluation and treatment. They also do house calls and can evaluate you in your stateroom.

Cancellations/Transfers

I do not wish to travel in 2021, can I get a refund?

You can request a refund of your money paid. Refund applications close on 30 August 2020 and will take approx. 45 days to process from the 30th of August 2020. Please note your travel consultant may charge a service fee from the amount you have paid. Please check with your travel consultant for details.

I do not wish to travel in 2021, can I get a future credit? When will my future credit be valid until?

You can have the money paid held in credit to use on a Choose Your Cruise music cruise which will need to be redeemed by 1 August 2022 for sailings by 31 December 2022. Your pricing will not be protected from your 2020 booking and you will pay the applicable cruise fare available at the time of rebooking.

What if I want to travel, but my cabin mate does not wish to any longer?

All guests need to pick the same preference however Choose Your Cruise is waiving the \$250 complete name change fee for bookings transferring over from 2020 to 2021 or taking the Future Cruise Credit, so you can find someone to take that person's place at no additional charge. This waiver is valid up until 31 December 2020. After this date, name change & cancellation fees will apply.

When do I need to decide if I want to cancel by?

Preferences will close on the 30th of August 2020. If no preference is received, you will automatically receive a Future Cruise Credit which will need to be redeemed by 1 August 2022 for sailing by 31 December 2022 on any Choose Your Cruise music cruise.

I have a medical condition that classifies me as high risk, should I cancel?

If you have a medical condition that is classified as high risk, the decision is ultimately yours if you wish to travel or not. A refund is available until 30 August 2020 should you wish to obtain a refund now and make your decision in due course once more information is available.

Royal Caribbean are currently laser-focused on additional safety enhancements for their return to service. To develop their future boarding screening process and updated health protocols, we are collaborating with government health authorities, the Cruise Lines International Association, and their own team of medical experts. These are not yet finalized, but when they are, we will publish them online and notify all guests and travel advisors proactively.

We know that our 70+ guests and those with chronic conditions are especially eager to understand what cruising will look like in the future. While subject to change, via the Cruise Lines International Association, we have confirmed that the previous restrictions were lifted in early April after cruise lines suspended service. Please know that every decision we make, and all the fine-tuning we do, has your well-being in mind.

I chose to transfer my booking but now I want to cancel. Can I still get a refund?

Yes, you can change your transfer request to a refund request up until 30 August 2020.

What are the new cancellation terms & conditions for 2021?

If you have transferred your booking from Cruisin’ Country 2020, Rock the Boat 2020 or Bravo 2020 or used a Choose Your Cruise Future Cruise Credit to pay for your cruise, those funds remain non-refundable at all times. The below cancellation fees will be deducted from your transferred funds or Future Cruise Credit if your 2021 booking is cancelled and the remainder held as a Future Cruise Credit to be redeemed 31 August 2022 for a Choose Your Cruise Music Cruise departing by 31 December 2022.

Please see below for the full schedule of cancellation fees.

Date	Penalty
Immediately - 20 September 2020	<i>\$150 per person</i>
21 September - 31 March 2021	<i>\$250 per person</i>
01 April 2021 - 30 June 2021	<i>50% of total holiday cost</i>
01 July 2021 - 01 August 2021	<i>75% of total holiday cost</i>
02 August 2021 - No Show	<i>100% of total holiday cost</i>

Please note your travel consultant may have a service fee charged on cancelled bookings on top of the above-mentioned cancellation fees. Please contact your travel consultant for specific details on this.

Can I transfer my cruise to a family member or friend for no extra cost as I cannot travel on those dates?

Yes. Choose Your Cruise is waiving the \$250 complete name change fee for bookings transferring over from 2020 to Super Cruise 2021 or taking the Future Cruise Credit. This waiver is valid up until 31 December 2020. After this date, name change & cancellation fees will apply.

Travel Insurance/Passports

What are my options regarding cover for travel insurance?

Comprehensive Travel Insurance is compulsory for travel to New Caledonia (including cruising) and should be taken out at the time of placing your deposit. For all travel insurance queries please contact your specific provider or Travel Agent for details. All policies vary significantly and will need to be advised on an individual basis.

Will I need a passport for this cruise?

Yes, a passport is required for Super Cruise 2021. As we travel to New Caledonia & Vanuatu during the voyage, we are leaving Australian waters so a valid passport will be required to clear customs to board the ship. Please note, it is a requirement to have a minimum of 6 months validity on your passport from the date you arrive back in Australia at the end of your cruise. Be sure to check this as if you have a current passport with less than six months left on it, you will need to get a new one before you board.

Will I need a Visa for this cruise?

Australian passport holders do not usually require a Visa to travel to New Caledonia. It would be best to check with your travel agent at time of booking just in case.

Artist Performances/Shows

I have booked on board both Rock the Boat and Cruisin' Country 2020. Can I go to all the shows on the joint 2021 cruise?

As Rock the Boat & Cruisin' Country headliner shows will be operating at the same time in different venues, you will need to select at the time of booking either Rock the Boat headline shows or Cruisin' Country headline shows. At this point in time, you cannot choose both. You will however be able to see any of the non-ticketed entertainment around the ship of either genre.

If I am booked on both RTB and CC 2020, will I receive a refund AND cruise credit? How will this work?

There are a few different options. If you choose to travel with us in 2021 you can either transfer all your funds to 2021 or, take a Future Cruise Credit (FCC) for the full amount if you are unsure. Any additional funds will then be refunded to you. Please use the preferences application form for which experience you wish to attend - Rock the Boat or Cruisin' Country. Your refund will be based on the experience you do not wish to take. For more information or a link to the preference online survey, please contact your travel agent direct.

How will you monitor who should/shouldn't be in a show?

Rock the Boat headliner shows will be in the **Royal Theatre** and Cruisin' Country headliner shows will be in **TWO70**. Due to the advanced technology onboard Ovation of the Seas we are working through different options that we can use to ensure guests are only attending their ticketed events along with staff on the doors to check.

Do I need to reserve tickets for any shows?

No, you do not. There will be two sittings for each headliner show which are governed by your dining time. This gives everyone the opportunity to see each of the headliner shows without worrying

about missing out on a seat in the theatre. The rest of the shows around the ship are general admission, so you can pick and choose which ones you want to see each day.

Is entertainment on board free?

All artist performances, onboard experiences and entertainment is included in your ticket price. NOTE* Some extra Ovation of the Seas shipboard activities such as bingo and fitness classes incur a minimal charge. Refer to your cruise compass daily in-room newsletter for further information whilst onboard.

Will there be an artist signing?

Yes, there will be separate artist signings for Cruisin' Country and Rock the Boat.

Will I be able to line up for a show?

Yes, you will be able to line up for ticketed shows if you wish. All seats are available to all guests with a ticket for that show and there will be a seat for you in the theatre if you line up or not.

What happens if an international artist cannot attend?

By paying your deposit, you are purchasing the cruise experience as a whole and not for specific individual performers shall there be a cancellation or change in the artist line-up. Where suitable, a replacement artist will be arranged.

Will all the performers be the same?

Most performers from the 2020 line up for Cruisin' Country and Rock the Boat will remain the same however, due to the change in dates, unfortunately a few performers are not available so there will be some minor changes.

Will any new performers be added?

Yes, there will be some new performers added to the line-up however, most of the line-up will remain the same.

Will there be less country or less rock artists onboard the joint Ovation of the Seas music cruise than were originally scheduled to appear on the 2020 cruises.

Unfortunately, there is a 10% reduction in the number of artists for Rock the Boat and Cruisin' Country due to the number of suitable venues available onboard Ovation of the Seas, however as you are able to visit any bar/smaller venue around the ship, you will in turn have the option to see more of a variety of acts overall than your first original cruise!

2021 Cruise

What are the dates for the 2021 Super Cruise and what is the itinerary?

Super Cruise 2021 will depart Sydney on November 23rd and returns to Sydney, Australia on November 30th, 2021. This is a 7-night itinerary with ports of call in Noumea (New Caledonia) & Mystery Island (Vanuatu). Please find the full itinerary below:

Day	Date	Ports of Call	Arrival	Departure
Tuesday	23-Nov-21	Sydney, Australia		4:30 PM

Wednesday	24-Nov-21	Cruising		
Thursday	25-Nov-21	Cruising		
Friday	26-Nov-21	Noumea	8:00AM	5:00 PM
Saturday	27-Nov-21	Mystery Island	7:00AM	3:00 PM
Sunday	28-Nov-21	Cruising		
Monday	29-Nov-21	Cruising		
Tuesday	30-Nov-21	Sydney, Australia	6:30 AM	

Please note, the ship may change course at any time without notice if their intended course could in any way endanger passengers.

Will I be in the same stateroom?

You will be assigned a similar stateroom & category and your pricing will remain the same. If you wish to upgrade your cabin or make any changes, please contact your travel agent.

Can I upgrade my stateroom?

Yes, you can upgrade to a guaranteed balcony. Your stateroom will be assigned at CruiseCo's discretion closer to sailing.

Inside to Balcony Upgrade \$500 per person / twin share

Oceanview to Balcony \$250 per person / twin share

For all other upgrades, they will be at the prevailing brochure rates so please contact your travel agent for pricing.

Will I keep the same dining time?

Ovation of the Seas is a larger ship with 3 dining options as opposed to 2 options on Radiance of the Seas with the addition of My Time Dining. We make the best effort to secure your desired dining time, but these are assigned on a first come first serve basis. There is no need to resubmit your dining preference:

- Traditional Early Dining / Late Show
- Traditional Late Dining / Early Show
- My Time Dining / Early OR Late Show (not both!)

Where do I go if I have a complaint on board regarding people's hygiene and social distancing?

Please contact Royal Caribbean's Guest Services Team on Deck 4 on board.

What information can you give me on the ship?

Ovation of the Seas is a Quantum-class cruise ship and had her maiden voyage on 16 April 2016. Ovation of the Seas holds 4,180 passengers at double occupancy and a maximum of 4,905 at full occupancy. Performance spaces include the Royal Theatre, TWO70, the Music Hall and old favourites like the Schooner Bar and soon to be Boleros!

Treat your taste buds to a whirlwind tour around the world with family-style Italian dishes at Jamie's Italian by Jamie Oliver, American steakhouse classics with contemporary flair at Chops GrilleSM, and over-the-top culinary creations that blur the line between dreams and reality at Wonderland Imaginative Cuisine.

Complimentary dining options include the Main Dining Room (Silk, Chic, The Grande and American Icon Grill), Windjammer Café, Solarium Bistro, Coastal Kitchen (GS suite and above & pinnacle members), TWO70 Café, Café Promenade, Sorrento's and the Dog House.

Speciality Restaurants have a surcharge applicable (either set pricing or a la carte) and options include Chef's Table, Wonderland, Jamie's Italian, Michael's Genuine Pub, Chops Grille, Solarium Bistro, Izumi, Vintages Wine Bar, Fish & Ships and La Patisserie.

Lastly, the activities onboard Ovation! Take the plunge on the RipCord by iFLY skydiving simulator or check out 360-degree views 300 feet above sea level in the North Star! Want to keep your feet on the ground? Play basketball, rollerskate, or ride bumper cars at the Seaplex.

To find out more about this beautiful ship, you can watch this ship tour here:

<https://www.youtube.com/watch?v=GN5pjHKop3c>

Where can I view a deck plan of Ovation of the Seas?

Visit the Royal Caribbean website here: <https://www.royalcaribbean.com/aus/en/cruise-ships/ovation-of-the-seas/deck-plans/2038/03>

Are there children's facilities available on board? Can kids come on this cruise?

Royal Caribbean have a fantastic kids club on board Ovation of the Seas, catering for children from six months right up to teenagers! There is something for everyone at Royal Caribbean's signature Adventure Ocean which offers a variety of activities and programming for children and their families to ensure there is plenty to do onboard. Royal Caribbean has dedicated facilities for children, where trained crew members supervise the children and guide them through different daily offerings.

Many of our artists bring their families on board, including children too so you never know who might become your kids cruise bestie for the week!

Where is the cruise leaving from?

Ovation of the Seas will depart from the Overseas Passenger Terminal in Sydney for Super Cruise 2021. The address for the OPT is 130 Argyle Street, The Rocks, NSW 2000

For information on the Overseas Passenger Terminal as well as facilities & services, please click [here](#) or visit <https://www.portauthoritynsw.com.au/cruise/cruising-faq/overseas-passenger-terminal/>

How many days will the cruise go for?

Cruisin' Country & Rock the Boat 2021 (2021 Super Cruise) is a 7-night itinerary.

Will the price change/will there be any discounts?

For bookings that are transferring by 30 August 2020 to 2021, your pricing will be protected when booked in the same category. If you choose a Future Cruise Credit, you will pay the applicable pricing at the time of making your new booking in 2021 or 2022. New pricing will be available for cabin upgrades and for new bookings once it is open to bookings to the general public.

Will there still be shore excursions?

Yes, shore excursions will be available in Noumea and Mystery Island. These will be available closer to sailing.

Will there be beverage packages available to purchase on this cruise? When can I purchase it?

Beverage packages will be available on this cruise; however, they will not be available to book until closer to sailing date, approximately 2 months prior which is when all of our passengers will be provided with online check in details where you can log in and pre-purchase add-ons such as drink packages, specialty dining and shore excursions. Pricing for beverage packages varies between cruises and duration time, but for the ultimate beverage package, we recommend budgeting approximately AUD\$90-\$100 per day.

Please note: Any guest wishing to purchase an alcoholic beverage package must do so for all guests of legal drinking age in the same stateroom, for sailings on or after December 31st, 2017. We cannot make any exemptions to this rule, even if a medical certificate is presented.

Do you have options available for people with special dietary requirements?

Royal Caribbean pride themselves on their fantastic cuisine and understand the diversity of passengers' food requirements. If you have any specific food requirements, such as lactose/gluten intolerance, veganism etc, simply tell your CruiseCO agent when booking. There are vegetarian and gluten free options on every menu.

Logistics

How do I advise my preference for Transfer, obtain a Future Credit or apply for a refund?

1 guest in each stateroom will need to complete an **online form** to advise their preference by the 30th of August 2020. If no request is received by the 30th of August 2020, you will automatically receive a Future Cruise Credit which can be used on any Choose Your Cruise Music Cruise until 31 December 2022. If you have not received your preference link, please contact your travel agent directly.

How will bookings be transferred from 2020 to 2021?

Once your preference to transfer is submitted online, a new booking will be made by the CruiseCO reservations team and, your funds paid transferred over to the new booking and a new confirmation sent to your travel consultant.

Will the process be automatic, or will each guest need to be contacted/updated manually?

A representative from each cabin will need to complete the preference form online or have their travel consultant complete on their behalf. The online form only needs to be completed by 1 guest for their whole stateroom.