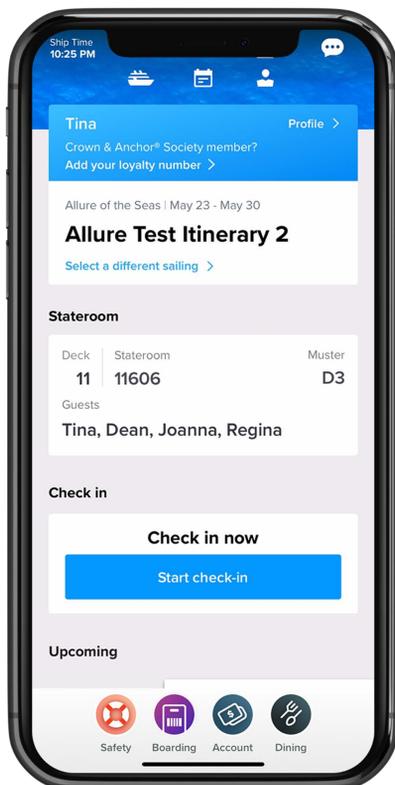




This document provides a step-by-step guide to the Mobile Check-in process via the Royal Caribbean App including; entering Guest Details, passport scanning, selecting a method of payment for the Onboard Expense Account, agreeing to the Cruise Ticket Contract, selected Arrival Time at the terminal, as well as the required Health Questionnaire.

Guest can use their iOS or Android device to check-in and arrive to the terminal with a digital SetSail Pass.



Guest Account sign-in required

Streamlined user experience

Scan Passport or Passport Card

Reduced manual data entry



Entry Point

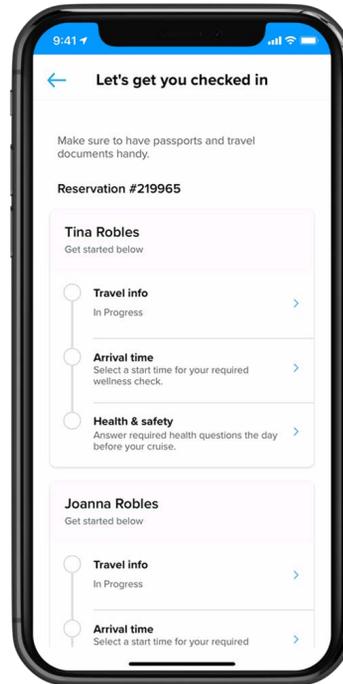


Tap to start *Check-in*.

Guests can use the app to check-in as early as 45 days prior to sailing.

Check-in Page

Select the Guest(s) to check-in and tap *Continue*



Documentation

Using the drop-down arrow under "Travel documentation" select the desired document type.

If passport/passport card is selected as the document type, a button will appear offering the Guest the opportunity to scan their passport/passport card.

Passport Scanning

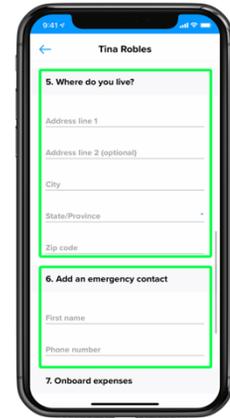
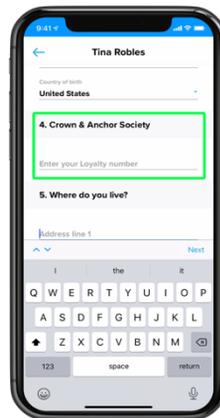
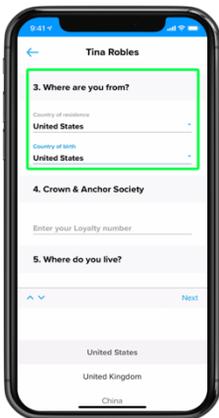
To scan the passport, the app will start the camera on the Guest's device. Aim the camera at the information page of the passport.

Line up the bar on the screen with the bottom two lines of information of the passport. This is called the "Machine Readable Passport Zone" (MRZ).

Guests are encouraged to scan their passport and confirm.



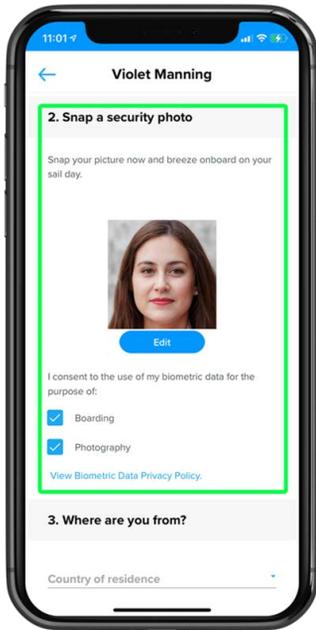
GUEST INFORMATION



Other Required Information
Guest must select Country of residency and Country of birth from the drop down

Crown & Anchor Society
Enter Crown & Anchor member number if applicable

Home Address Guest must enter their home address
Emergency Contact
Enter contact information for someone who will not be on the sailing



Security Photo

Guests can take their security photo in the app. Align face within the designated shape (no other people in the picture). If the Guest is unhappy with the picture, the Guest can tap

Retake.



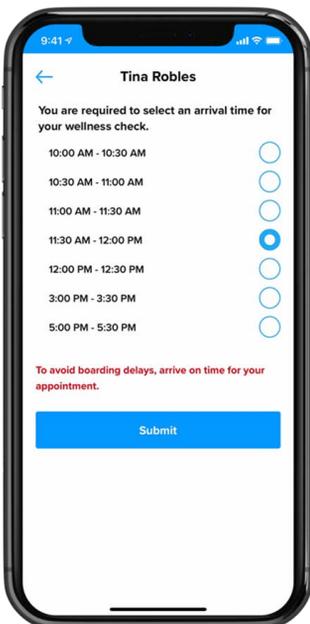
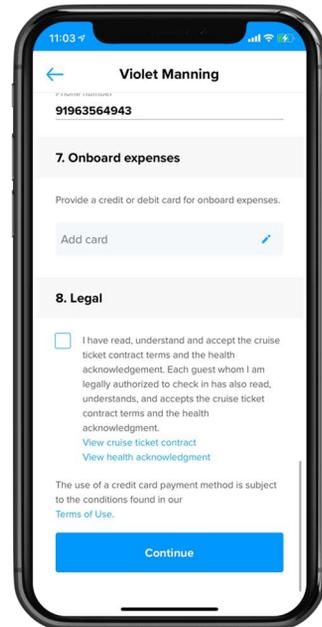
Remove hats and glasses

Onboard Expense Account

Complete the form by providing a credit card or debit card number, or use one previously saved by a guest on your reservation. Guests may add a different credit card for each member of their party or assign no charging privileges.

Cruise Ticket Contract

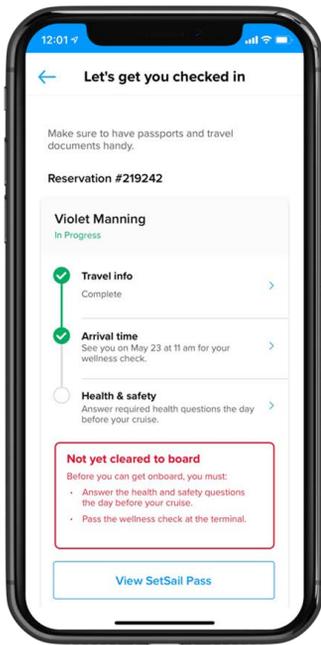
The Guest certifies they have read and accept the terms of the Cruise Ticket Contract. The Guest will not be able to tap **Continue** until they accept the Cruise Ticket Contract.



PRE ARRIVAL SECTION

Select arrival time

A series of 'arrival time' windows will display. For reasons of health and safety, the guest should select their planned arrival time, which will serve as the guest's Wellness Check which is required before boarding. Please note – arrival outside of your scheduled arrival time will delay your boarding.



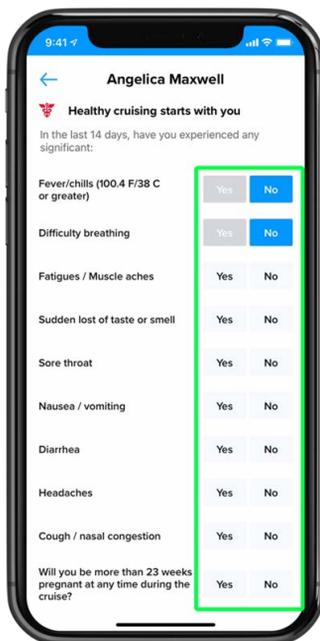
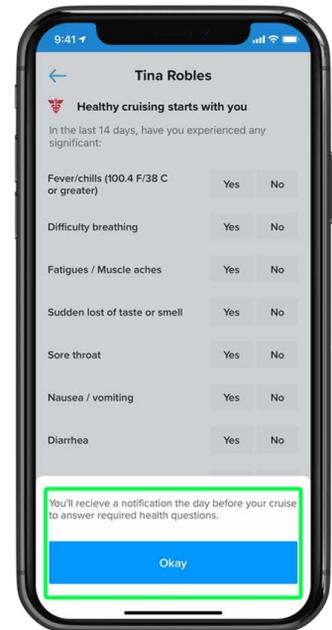
Guest Check-in Screen

Once guests complete the travel information and select their arrival time, they can select to view their Set Sail Pass.

The 'not yet cleared to board' message will appear for all guests until they complete the Health Questionnaire when prompted to do so the day before their sailing.

Healthy RTS notification

The check-in process will stop at the guest health questions. At noon the day before your sailing, you will receive a notification to complete the health questions which are required of all guests in order to qualify to board.

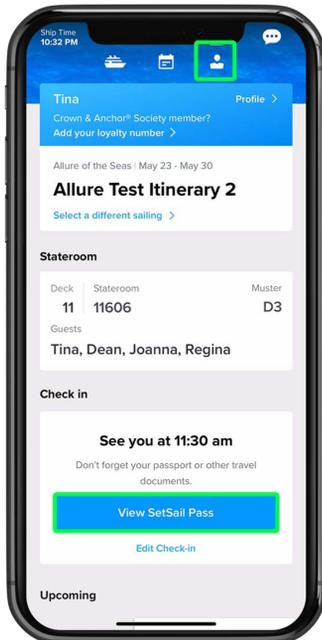
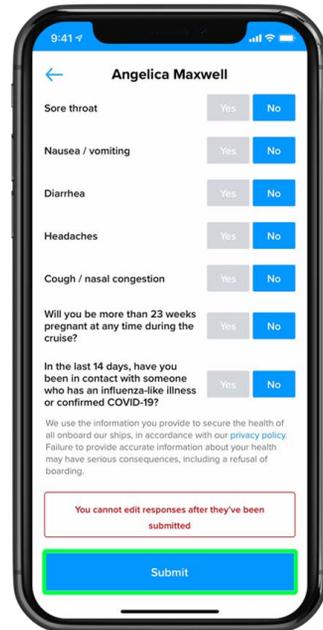


Answer health questions

Touching the app notification which will launch the required health questions. Note that the health questions are unique to the sailing representing the requirements of the government of the port of departure. It is required that each guest answers the set of questions within 24 hours of arrival at the port for their sailing in order to qualify to board.

Submit your answers

Once the guest completes the full set of health questions, simply press submit. Please note that it is not possible to edit questions once answers have been submitted. The app will display any next steps and clear instructions as required.



View SetSail Pass

The Guest is now returned to the Dashboard.

To view the SetSail Pass Guest must tap *View SetSailPass*.

SetSail Pass

SetSail Pass will display with barcode to be scanned at pier terminal.

Guest can swipe left to view the SetSail Pass for other Guests in their party.

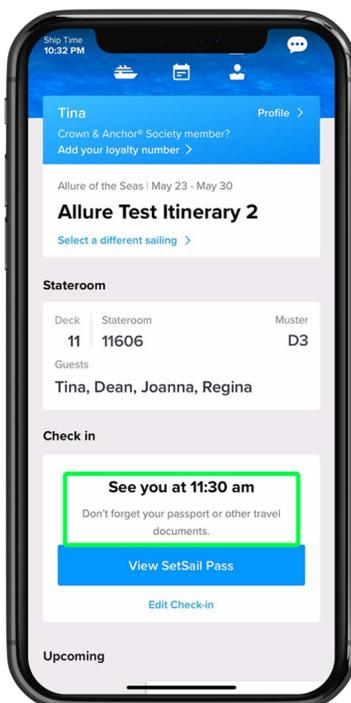


SETSAIL PASS OPTIONS

Loyalty Status

Banner at the top of the SetSail Pass will correspond to the GuestsCrown & Anchor Society status.

COLOR	STATUS
Yellow	Gold
Grey	Platinum
Green	Emerald
Aqua	Diamond
Purple	Diamond +
Navy	Pinnacle Club



Arrival Time

Tap 'Edit Check-in' to change the port arrival time.

Mobile Check In FAQs

Do I need to create an account to complete my check-in?

Yes, to begin check-in you must be logged into your account which you can create on the Royal Caribbean App or RoyalCaribbean.com.

If I check-in online can I view my SetSail Pass on the mobile app? Yes, you can view your SetSail Pass on the app before boarding the ship.

Can I add my SetSail Pass to my Apple Wallet, Samsung Pay, or Google Wallet?

Not yet, but this functionality will be available soon.

What languages are currently supported through mobile online check-in?

English is the only language option for mobile. Web online check-in supports English, Spanish, and Portuguese.

How can I make changes to my check-in information after I've checked in?

You can make changes by accessing your account at RoyalCaribbean.com or at the pier check-in counter on boarding day.

How do I check-in children who are on another reservation? You can check in children on another reservation on the Royal Caribbean App, on the RoyalCaribbean.com or at the pier check-in counter on boarding day.

When does check-in close on the mobile app?

Check-in closes 3 days prior to sailing (not including the sailing date) on both the mobile app and consumer website.

How do I change my onboard expense account method of payment? You can make changes to how you want to pay for onboard charges at the pier check-in counter on boarding day, or after you board the ship by visiting the Guest Relations desk. Options are credit card, cash, or no charging privileges.

If a Guest starts the check-in process on the web but doesn't complete it, are they able to resume in the app and vice-versa?

If a Guest starts check-in online (web) then they should return to the web to complete check-in. If a Guest starts check-in on the app then they should return to the app to complete check-in.

What happens if my battery dies on my mobile device at the pier so I can't scan the barcode?

The check-in agents at the port are able to look up the checked in reservation the same way they would if the check-in was completed via web and the Guest did not print their SetSail Pass.

Does the user have to scroll all the way down to the end of the Cruise Ticket Contract before they are allowed to accept it?

No; in the new mobile app, the Guests can accept the Cruise Ticket Contract without scrolling all the way through the Terms & Conditions.

Does the Guest have an option to upload a photo from their mobile device in addition to taking a photo?

No, Guests only have the option to take a photo.

Will the Guest be informed on the mobile app whether there is a visa requirement for their vacation?

No; however, the FAQs on RoyalCaribbean.com inform the Guest where to find visa requirement information.

What are the requirements/restrictions for scanning the passport? When the Guest gets to the section for scanning their passport, there are specific tips and tricks they will see (i.e.: "Try to avoid reflections"). The only requirement is to scan the passport's MRZ (the strip at the bottom).

What are the options for travel documents within the guest details flow?

There are a total of 20 different travel documents that may be selected and the options will vary by cruise itinerary and the guest's citizenship. If the guest is on an itinerary where passports are not required they are still able to select other options (birth certificate etc.) and manually enter their information. We are investigating further allowing document scanning for other travel documentation types for a future release. Document types will vary between itinerary and the guest's citizenship. All supported document types will be accurately displayed in the travel documentation field according to the Western Hemisphere Travel Initiative (WHTI) rules based on the guest's itinerary and sailing as they always have in the Check-in experience. We are not changing the travel document experience. We are only adding the functionality to scan the passport should the guest select this travel document.

Can the check-in for the same reservation be made from different devices at the same time? Since one Guest can postpone another from the check-in process, can the other Guest complete his part from another device (his own cellphone, for example)?

Only one Guest can be in a reservation to check-in at a time. If a Guest tries to enter check-in while another Guest is in check-in they will see a message informing them to come back later

How are mandatory fields displayed in the app?

All the mandatory fields will see error messages in-line as well as a pop-up if the information is required and not completed upon trying to continue to the next page. The reason we have removed the * is because we have removed all the nice to have fields from the flow. The only fields that are not required are Loyalty, because some Guests do not have a loyalty account, and Security Photo, but we want it to appear required to encourage Guests to take a photo pre-embarkation day.



NOTICE: Prior to booking, please consult all applicable U.S. Centers for Disease Control travel advisories, warnings, or recommendations relating to cruise travel, at [cdc.gov/travel/notices](https://www.cdc.gov/travel/notices). If a certain threshold level of COVID-19 is detected onboard the ship during your voyage, the voyage will end immediately, the ship will return to the port of embarkation, and your subsequent travel, including your return home, may be restricted or delayed.

Due to evolving health protocols, some imagery and messaging may not accurately reflect current onboard and destination offerings, or the public health standards and government requirements that modify or limit these offerings. Onboard and destination experiences, features, itineraries, and guest conduct rules vary by ship and destination and are subject to change without notice. ©2021 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas. 21076098 • 5/13/2021