



CRYSTAL VACCINE REQUIREMENT

FREQUENTLY ASKED QUESTIONS

WHAT WILL HAPPEN TO MY RESERVATION IF I AM UNABLE TO GET VACCINATED PRIOR TO SAILING?

We do believe that Crystal guests will have the opportunity to be vaccinated prior to our resumption of operations. We encourage our guests to work closely with their travel advisor to adjust their vacation plans if necessary and as always, we recommend that guests purchase travel insurance. Retail guests booked on 2021 Crystal voyages (except those booked on the Advance Purchase Savings program) have the option to move to a later departure date or cancel up until 60 days prior to first service without penalty. The Advance Purchase Savings program allows guests the option to change to a later, equivalent sailing date up until 60 days prior to sailing.

Cancellation policies for guests planning to travel on a chartered voyage, incentive or other contract group will be subject to the policies established by contract.

Crystal's vaccination policy does apply to all guests on all ships — including charters.

WHAT WILL HAPPEN TO MY RESERVATION IF I AM UNABLE TO RECEIVE A COVID-19 VACCINE DUE TO MEDICAL OR OTHER PERSONAL REASONS?

We understand that receiving a COVID-19 vaccine may not be a possibility for some guests because of medical restrictions or other personal reasons. While we value each of our loyal guests, Crystal is responsible for the collective safety and wellbeing of all who sail aboard our vessels and therefore, at this time, we are unable to accommodate any guest who cannot be vaccinated. Crystal will continue to monitor recommendations by global public health experts and may adjust this policy as appropriate.

WILL I STILL BE REQUIRED TO RECEIVE A NEGATIVE COVID-19 TEST IF I AM VACCINATED?

Yes, as the world continues to mitigate the COVID-19 pandemic, we will require a negative COVID-19 test ahead of boarding both to ensure the safety of all on board as well as to be compliant with travel requirements.

Please note many governments — including the United States — and certain airlines require proof of negative COVID-19 test no more than three days before entry or flight departure, regardless of vaccination status. Crystal will provide further details on the testing processing during the cruise at a future date.

Please always remember to check travel requirements of countries to and from which you are traveling.

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WHAT WILL BE ACCEPTED AS PROOF OF VACCINATION? WHEN WILL I NEED TO SHOW PROOF OF MY VACCINE AND MY NEGATIVE COVID-19 TEST?

All guests will be required to be fully inoculated with a COVID-19 vaccine (both doses if recommended by manufacturer) at least 14 days prior to boarding any Crystal ship. Verified documentation of vaccination and negative COVID-19 test will be required at the time of boarding and failure to provide this documentation will result in denial of boarding. All documentation provided will need to be in English. Guests will be required to sign a form acknowledging these requirements before cruise tickets will be issued.

WHY HAVE YOU ISSUED THIS GUIDANCE AT THIS TIME?

With multiple vaccines now being distributed in countries around the world, we have once again evaluated our Crystal Clean + measures to ensure that we are providing the safest onboard environment and being responsible to the destinations we visit.

Crystal's top priority is its guests' and crew's health and safety, and this additional measure, along with our comprehensive health and safety protocols, will allow travelers to explore the world again with their minds at ease and their spirit of discovery renewed.

WILL I NEED TO HAVE BOTH DOSES OF THE VACCINE BEFORE I CAN TRAVEL, OR CAN I TRAVEL HAVING RECEIVED THE FIRST ONE?

Expert guidance indicates that to be fully inoculated most vaccines currently in circulation as well as some who are being considered to approval around the world require two doses as well as a waiting period for full immunity to take effect. Therefore, we will require all that of our guests receive both doses of the vaccine no later than 14 days prior to departure.

If a guest cannot receive both doses of their vaccine prior to 14 days prior to their departure, then we encourage them to contact their travel advisor to discuss their rebooking options.

One dose vaccines, when approved, will be accepted as well.

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WHAT IF ONE GUEST WILL HAVE RECEIVED THE VACCINE BY THEIR DEPARTURE DATE, BUT ANOTHER MEMBER OF THEIR PARTY HAS NOT?

To meet our Crystal Clean + standards all guests in a travel party must have received their full COVID-19 vaccine no later than 14 days prior to departure. If one or more guests in a travel party are unable to meet this requirement then those individuals will be denied boarding. In this case, we recommend that the travel party discuss this issue with their travel advisor or Crystal to explore rebooking options.

WHAT SHOULD I DO IF I START TO DEVELOP FLU-LIKE SYMPTOMS A FEW DAYS PRIOR TO MY DEPARTURE DATE, BUT HAVE HAD THE VACCINE AND TESTED NEGATIVE FOR COVID-19?

As a part of our Crystal Clean + protocols we require that all guests complete a health declaration prior to sailing. This is their promise to Crystal and everyone on board that to the best of their knowledge they are fit to travel. If any guest is experiencing flu-like symptoms prior to their cruise we ask them to please not travel for their own safety as well as the safety of those around them.

Refunds will not be issued for guests who develop flu-like symptoms prior to their departure. Guests are strongly encouraged to purchase travel insurance from the provider of their choice. Many countries, territories and certain states are requiring minimum medical and transportation insurance coverage prior to entry. Travelers should check their destinations to see if they are required to provide proof or purchase specific insurance. If travelers are denied entry to any destinations due to the wrong coverage, they will not receive a refund, and may also be responsible for all costs incurred. Travel insurance that covers cruise fares and associated costs in cases of denied boarding due to positive COVID-19 tests prior to embarkation and/or at the cruise terminal, as well as COVID-19 related costs for potential emergency medical evacuation and services that may arise during the voyage is highly recommended. Guests will be required to complete a form of acknowledgement of this recommendation as part of the pre-cruise documentation process, as required by Crystal's ticket contract.

DO CHILDREN UNDER THE AGE OF 18 NEED TO BE VACCINATED TO SAIL WITH CRYSTAL?

In late 2020, the U.S. Food and Drug Administration (FDA) gave emergency use authorization to two COVID-19 vaccines — one from Pfizer/BioNTech, the other from Moderna. The European Union has authorized vaccines made by BioNTech/Pfizer, Moderna and AstraZeneca.

Other vaccines are expected to be authorized soon. Currently the Pfizer vaccine can be given to people ages 16 years and older; Moderna's use is for those 18 and older.

Unfortunately, at this time we are unable to accommodate anyone, no matter what age, who has not been vaccinated.

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WILL CRYSTAL CHANGE ITS CRYSTAL CLEAN+ MEASURE TO ALLOW GUESTS TO BOOK INDEPENDENT TOURS OR DISEMBARK SHIP ON THEIR OWN?

As with all Crystal Clean+ protocols, we are continually evaluating the measures that are currently in place including the most responsible way to allow guests to explore the destinations in the safest way possible. As the COVID-19 vaccine is now a prerequisite for travel with Crystal, we will be reassessing the current requirement that shoreside exploration take place only within organized Crystal excursions and will determine appropriate updates soon. Of course, any changes to this measure will take into consideration the latest scientific and regulatory requirements, as well as destinations' population density, local policies and COVID-19 protocols.

IS THERE A SPECIFIC VACCINE THAT I NEED TO HAVE? WILL CRYSTAL ALLOW GUESTS ON BOARD WHO HAVE COVID-19 VACCINE THAT IS NOT CURRENTLY APPROVED BY THE FDA IN THE UNITED STATES OR EUROPEAN MEDICINES AGENCY (EMA) IN EUROPE?

At this time Crystal only recognizes vaccines that have been approved by the FDA or EMA.

WHAT WILL HAPPEN IF A NEW STRAIN OF THE VIRUS IS FOUND AND THE VACCINE I TOOK DOES NOT PROTECT ME FROM IT? WILL I STILL BE ABLE TO TRAVEL AND IF NOT, WILL I GET A FULL REFUND?

We recommend that you speak to your healthcare professional. If there is an issue, please contact your travel advisor or Crystal.

WILL I ALSO NEED TO HAVE THE FLU VACCINE TO TRAVEL IN FUTURE?

Crystal is not currently requiring that guests receive a flu vaccine to travel, however we encourage our guests to take all precautionary measures necessary to safeguard their own wellbeing while traveling.

WILL VISITORS TO THE SHIP BE REQUIRED TO BE VACCINATED?

Crystal will not allow non-essential visitors on board any of its ships until further notice.

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