



MEDICAL WAIVER CONSENT INFORMATION

Thank you for inquiring as to the process for requesting a cancellation, Future Cruise Certificate or Refund based on Medical Grounds.

This information is for Travel Agents only and you the booking agent are asked to handle this process on your client's behalf. Once the claim has been lodged we will deal directly with the client wherever possible.

1. The initial step is to cancel the cruise. Please make note of the cancellation number and add this to all your documentation.
2. The first claim must be made against the insurance company that has insured the guests travel. This process must be completed before taking any further steps directly with RCL cruises Ltd.

If after this there is still: Any moneys owing, the claim has been denied by the insurer, or there is no insurance in place then please Send an Email containing:

- A. The Cruise booking information containing our booking number, and all of the guest's details.
- B. Attach to the Email: The medical certificate and any relevant medical documentation, letters from a contactable medical practitioner stating that the guest is "Medically unfit to travel", and the reasons/diagnosis for this.
- C. Written confirmation from the Travel Agent endorsing the above process and documents.

TO: cruiseadmin.au@rcclapac.com

SUBJECT: Request for Medical Cancellation FCC, Booking ID *****

3. The Guest Relations Department will then begin processing the request and will be in contact with the travel agent regarding any further process or information.

If RCL Cruises Ltd (Australia) decides favorably to grant a medical cancellation refund, this will be issued at our discretion as either a FCC (Future Cruise Certificate) or a refund via Paymode.

PLEASE NOTE: Medical waiver requests will only be reviewed within 6 months of date of sailing

Please refer to the information contained in our Terms & Conditions.

Point 30: Cancellations and Refunds.

When receiving an FCC please ensure you and your client read and understands the Terms & Conditions printed on the certificate. When redeeming an FCC on a new booking the discount amount the certificate is valid for will first come of the Commissionable Cruise

RCL CRUISES LTD.

Level 12, 157 Walker Street, North Sydney NSW 2060 Australia
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Fare directly affecting final commissions and Net due.

The FCC is nontransferable. Valid only in the name of the guest it is issued to and for the cruise line the cancelled sailing was on. Have a definitive Expiry Date and must be kept whole and legible as the original may be required to complete the redemption.

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