

Planning to Sail with Royal Caribbean Singapore Anytime Soon? Read this First.

Description

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Cruises to nowhere have been a big hit since the pandemic started, but should you choose to sail with Royal Caribbean (RCI) anytime soon, you may want to be prepared for the following scenarios to avoid disappointment.

1. Be prepared to be denied boarding, even if youâ??re certified fit for travel.

In the past year, there have been multiple incidents of passengers in Singapore who were denied boarding at the port for the following reasons:

- being a frontline healthcare worker
- muscle ache (on arm, after taking a booster shot)
- pregnancy (less than 23 weeks)
- prior recovery from bronchitis
- recovered from a sore throat over a week ago (from eating overly heaty foods)

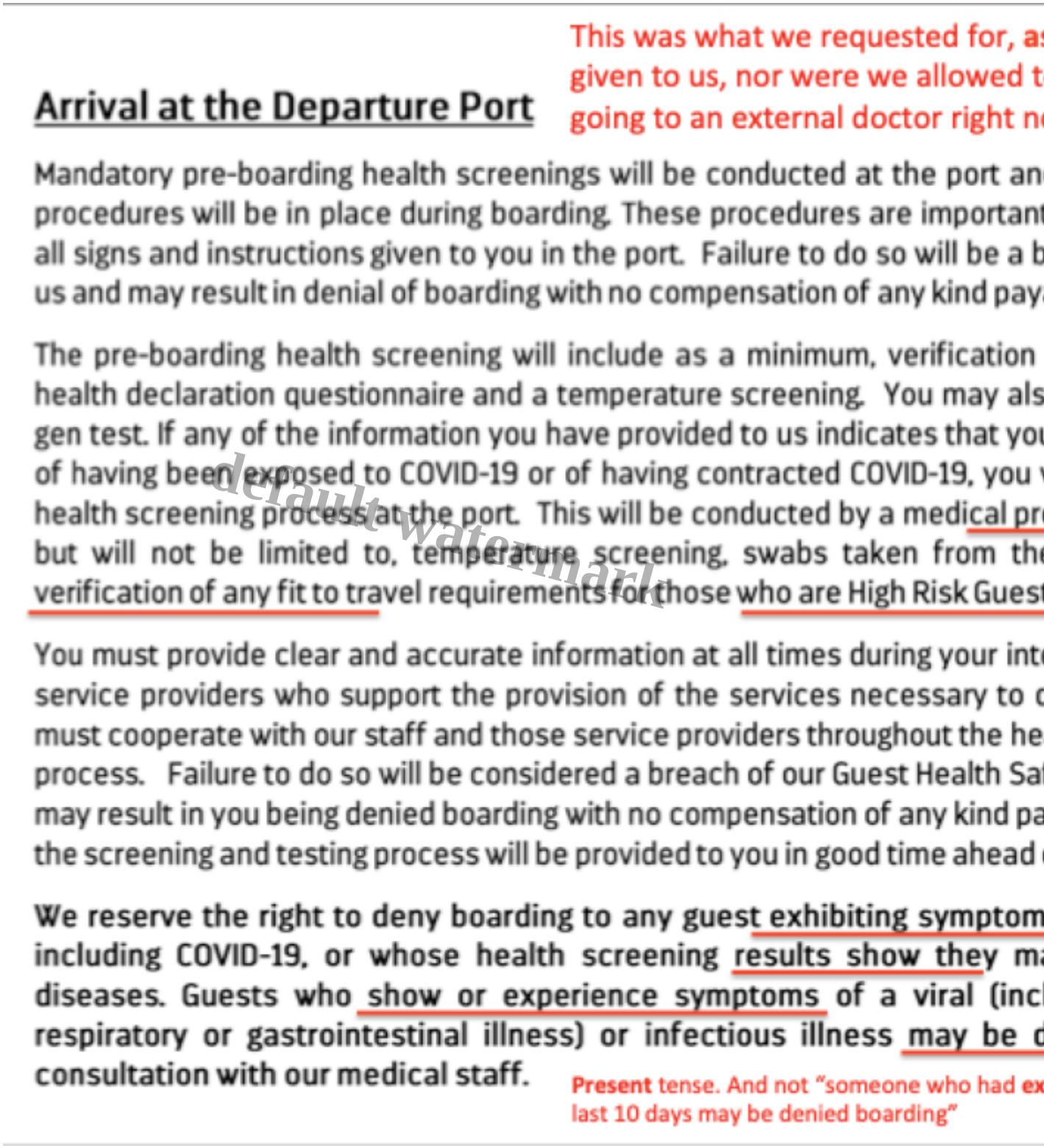
In some of those cases, the passenger(s) were able to produce medical documents showing that they were certified fit to travel, with some even having a negative PCR test result from the day prior â?? *which has a 99% accuracy rate vs. the 82% of ART tests.*So what was the one thing these denied guests had in common?

See #3 below.

2. Do not expect a fair medical screening at the port.

Most of us would expect a certain level of professionalism when it comes to any screening conducted by a doctor.

But in Royal Caribbeanâ??s case, weâ??ve seen their doctor conclude for a sore throat based solely on a 98% oximeter reading and a 36.4C temperature. *Except that this is not how you assess for a sore throat?*



This was what we requested for, as
given to us, nor were we allowed t
going to an external doctor right n

Arrival at the Departure Port

Mandatory pre-boarding health screenings will be conducted at the port an
procedures will be in place during boarding. These procedures are important
all signs and instructions given to you in the port. Failure to do so will be a b
us and may result in denial of boarding with no compensation of any kind pay

The pre-boarding health screening will include as a minimum, verification
health declaration questionnaire and a temperature screening. You may als
gen test. If any of the information you have provided to us indicates that you
of having been exposed to COVID-19 or of having contracted COVID-19, you
health screening process at the port. This will be conducted by a medical pr
but will not be limited to, temperature screening, swabs taken from the
verification of any fit to travel requirements for those who are High Risk Guest

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You must provide clear and accurate information at all times during your int
service providers who support the provision of the services necessary to
must cooperate with our staff and those service providers throughout the he
process. Failure to do so will be considered a breach of our Guest Health Sa
may result in you being denied boarding with no compensation of any kind pa
the screening and testing process will be provided to you in good time ahead

We reserve the right to deny boarding to any guest exhibiting symptom
including COVID-19, or whose health screening results show they ma
diseases. Guests who show or experience symptoms of a viral (incl
respiratory or gastrointestinal illness) or infectious illness may be
consultation with our medical staff.

Present tense. And not "someone who had ex
last 10 days may be denied boarding"

If youâ??re hoping for a fair medical evaluation at the port, you may want to manage your expectations again.

This was exactly what happened in our case, and even when we escalated it for investigation, RCI repeatedly avoided our questions as to how this could be medically accurate. For more background context, you can [read my story here.]

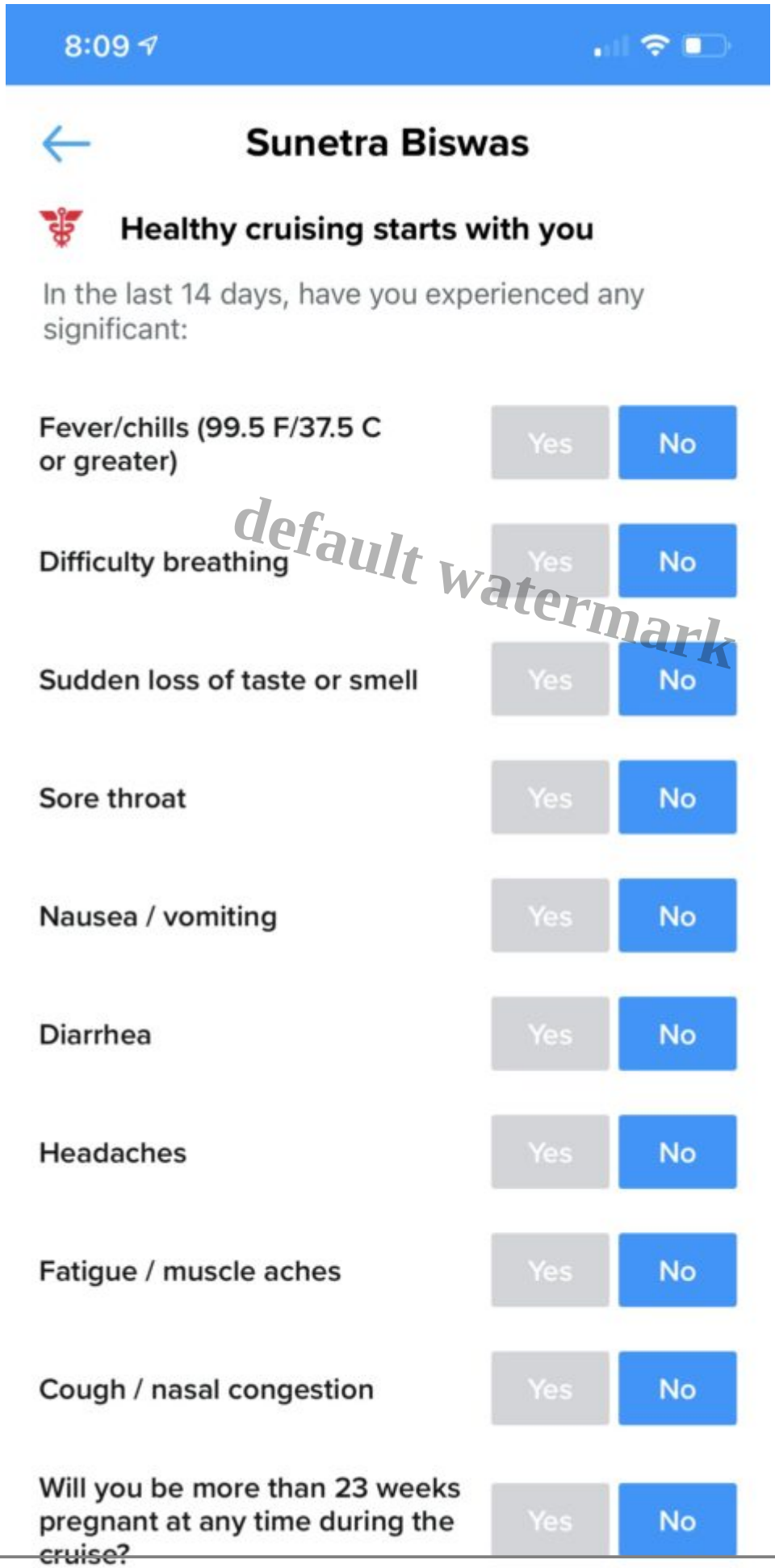
3. Be careful with what you answer on the Health Questionnaire.

The one thing that all of the above denied cases had in common was that they had answered a â??yesâ?• to one of the questions on the health questionnaire.

24 hours before you board, youâ??ll be asked to filled up a health questionnaire on the Royal Caribbean app which will look something like this:

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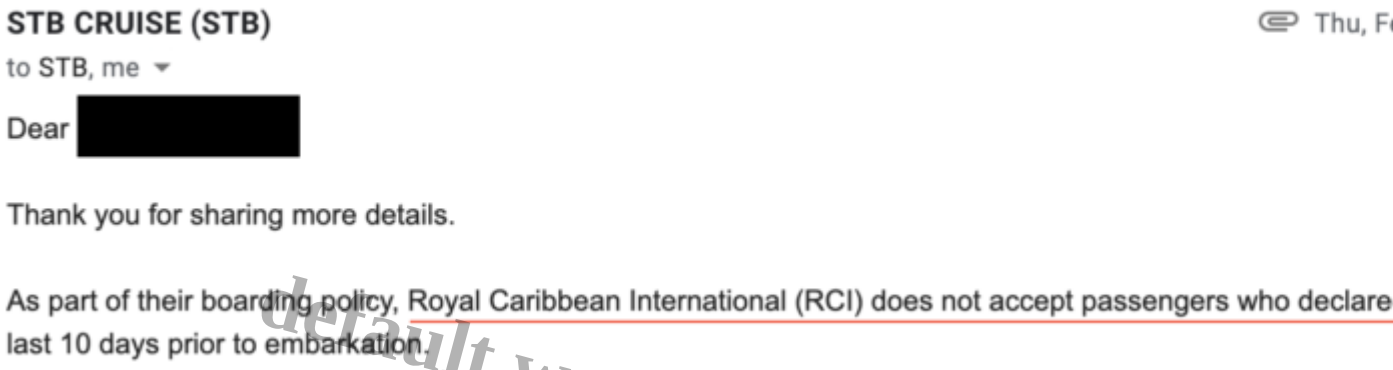
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Note how the language used is in past tense, meaning that **even if you are currently well but have *experienced* any of the listed symptoms in the past 10 days**, youâ??re supposed to declare it in full honesty â?? whether or not your symptoms were due to COVID-19 or something else.

Except that once you do, youâ??ll likely be denied boarding. Iâ??ve raised this to RCIâ??s executive management team (and that of other cases, aside from mine) too, but while RCI avoided this question when we asked, the **Singapore Tourism Board has since confirmed it as RCIâ??s policy:**



STB CRUISE (STB) Thu, F

to STB, me

Dear [redacted]

Thank you for sharing more details.

As part of their boarding policy, Royal Caribbean International (RCI) does not accept passengers who declare
last 10 days prior to embarkation.

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The problem is, this is not being communicated online. Note how this is in stark contrast to what Royal Caribbean communicates instead:

COVID-19 SUPPLEMENTARY TERMS AND CONDITIONS ("COVID-19 Terms")

If we consider that, because of your health circumstances your booked cru
or others, we will contact you to explain our reasons and discuss any availa

Please note that we may share with or receive from third party medica
information and/or samples you provide to us for the purpose of assessin
stage in the booking process, prior to attending the port, at the port, and du

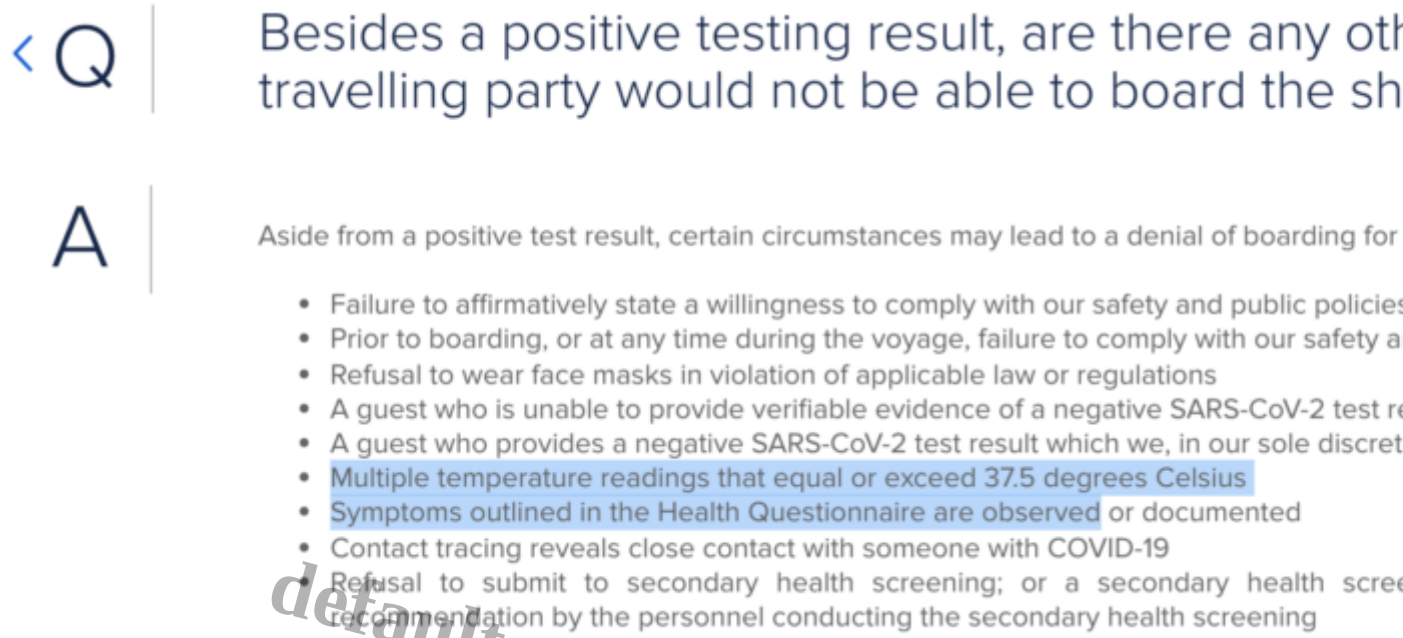
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Denial of Boarding

Please note that you will be denied boarding (and your travelling party ma
re-boarding if:

- You test positive for COVID-19 prior to boarding including at home, at a t
- You display any symptoms of COVID-19 on arrival at the port termina
  37.5C, newly developed cough, loss or change to your sense of taste o
  other symptoms of an infectious disease, at our medical staff's sole dis
- You live in an area that is put into lockdown (including regional lockdo
  on the day of your cruise;
- You live with or have been in close contact with someone who has te
  displaying (any) symptoms of COVID-19 in the three weeks prior to your
- You have travelled outside of Singapore in the 14 days prior to boarding.

If you are denied boarding for any of the reasons above, you will be entitled



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So ultimately, it is up to you as to whose words you wish to believe.

Of course, **while I donâ??t advocate lying on your health questionnaire, there have been many incidents that show folks with a â??yesâ?• â?? regardless of the cause â?? were flatly denied.**

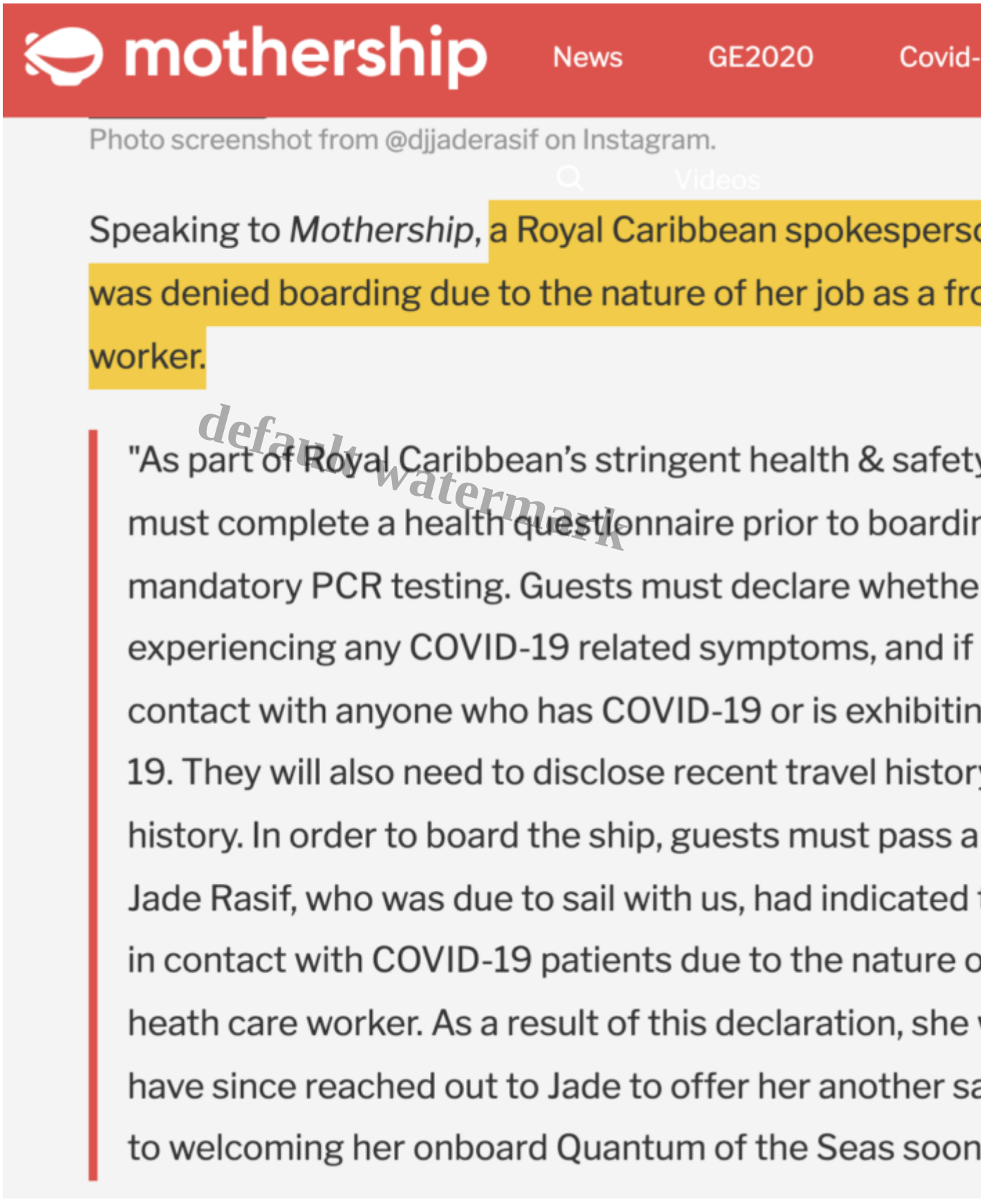
You seldom see me complain about stuff here on this blog unless thereâ??s a clear PSA statement to be made, which is why Iâ??ve left my story out (*you can read it on Instagram here if youâ??re curious about the specific details)*. And in this case, as much as we were disappointed by the lack of professionalism we encountered with Royal Caribbean, subsequent conversations with readers showed that this has been ongoing for over a year, which isnâ??t right.

Thatâ??s why Iâ??ve chosen to make this public, because I think anyone who is sailing with them soon deserves to know in advance that this is how RCI operates.

That way, youâ??ll know what to do to avoid having your holiday plans go up in smoke.
P.S. Royal Caribbean has denied to answer the following questions:

- *Is it Royal Caribbean Singaporeâ??s policy to not allow recovered patients (not from COVID19) to board?*
- *Is it Royal Caribbeanâ??s standard practice to deny passengers on medical grounds without a relevant medical evaluation, even if they are able to produce medical documents showing that they are certified fit to travel?*
- *Is it true that all frontline healthcare workers are not welcome aboard your ships?*

Personally, I find their lack of response to be rather telling, but you can judge for yourself too.



mothership News GE2020 Covid-

Photo screenshot from @djjaderasif on Instagram.

Videos

Speaking to *Mothership*, a Royal Caribbean spokesperso
was denied boarding due to the nature of her job as a fro
worker.

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> "As part of Royal Caribbean's stringent health & safety
> must complete a health questionnaire prior to boardin
> mandatory PCR testing. Guests must declare whethe
> experiencing any COVID-19 related symptoms, and if
> contact with anyone who has COVID-19 or is exhibitin
> 19. They will also need to disclose recent travel histor
> history. In order to board the ship, guests must pass a
> Jade Rasif, who was due to sail with us, had indicated
> in contact with COVID-19 patients due to the nature o
> heath care worker. As a result of this declaration, she
> have since reached out to Jade to offer her another sa
> to welcoming her onboard Quantum of the Seas soon

Does that mean Jade Rasif will only be allowed to board if she quits her job as a healthcare worker?

Category

1. Family
2. Insurance

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