FREQUENTLY ASKED QUESTIONS

CUBA TRAVEL REQUIREMENTS

1. What sort of documents are required to cruise to Cuba? For your clients who were not born in Cuba, the documents are pretty straightforward. They will need:

- A passport book (NO passport cards or other forms of I.D. will be accepted) valid for at least 6 months after the date of your client’s Cuba sailing, for all guests including minors.
- A Cuban visa, sometimes called a visitor card or entry card. For your client’s convenience, Royal Caribbean can facilitate your client’s Cuban visa at the embarkation terminal for a cost of $75 per person, which will be charged to your client’s onboard account on Day 1 of the cruise. For non-U.S. citizens, Royal Caribbean can facilitate the Cuban visa only for those guests who entered the U.S. under a valid U.S. visa or ESTA visa exemption. Your client will complete a simple form at the terminal, be handed their visa, and will be responsible for presenting it to Cuban authorities upon arrival in Cuba. Should your client lose their visa, a new one can be purchased onboard at an additional cost of $75. If your client prefers to secure a Cuban visa by other means, please be sure they do so prior to the cruise. Then at the embarkation terminal, your client must simply decline to have Royal Caribbean facilitate the visa for them. Your client will mark that they decline on their form, and they will not be charged. If your client intends to remain onboard the ship while in Cuba, no visa is required.
- A Travel Certification document. This is a U.S. government document that your client will use to certify the reason for their travel to Cuba, under one of the authorized categories of travel. Please have your client download the document and bring two printed, completed copies per traveler to the pier on embarkation day.

U.S.–Cuban dual citizens have special requirements that are also outlined in more detailed FAQs.

2. Who is permitted to travel to Cuba? Currently, there are 12 authorized categories of travel to Cuba that are permitted under a general license. These categories are the following:

- Family visits
- Official business of the U.S. government, foreign governments, and certain intergovernmental organizations
- Journalistic activity
- Professional research and professional meetings
- Educational activities
- Religious activities
- Public performances, clinics, workshops, athletic and other competitions, and exhibitions
- Activities of private foundations or research or educational institutes
- Support for the Cuban people
- Humanitarian projects

Will the U.S. Government statement have an impact on my upcoming Cuba cruise?

At the present time, we will continue offering our current Cuba itineraries, and have also recently added to our lineup with the opening of winter 2020 sailings.
Exportation, importation, or transmission of information or informational materials and certain authorized export transactions

Also, a person subject to U.S. jurisdiction may travel to Cuba with a specific license issued by the U.S. Office of Foreign Assets Control (OFAC) or Cuban nationals in certain instances. Please have your client refer to the OFAC website for additional information regarding the regulatory requirements.

3. Are guests required to have a visa to enter Cuba?

Most guests who cruise to Cuba with Royal Caribbean will require some sort of visa.

- Travelers who were not born in Cuba, and who wish to disembark the ship while in Cuba, will need a Cuban visa. This is sometimes called a visitor card or entry card. For your client’s convenience, Royal Caribbean can facilitate their Cuban visa at the embarkation terminal for a cost of $75 per person, which will be charged to your client’s onboard account on Day 1 of the cruise. For non-U.S. citizens, Royal Caribbean can facilitate the Cuban visa only for those guests who entered the U.S. under a valid U.S. visa or ESTA visa exemption. Your client will complete a simple form at the terminal, be handed their visa, and they will be responsible for presenting it to Cuban authorities upon arrival in Cuba. Should your client lose their visa, a new one can be purchased onboard at an additional cost of $75. If your client prefers to secure a Cuban visa by other means, please be sure they do so prior to the cruise. Then at the embarkation terminal, your client must simply decline to have Royal Caribbean facilitate the visa for them. Your client will mark that they decline on their form, and they will not be charged. If your client intends to remain onboard the ship while in Cuba, no visa is required.
- If your client is a U.S. citizen who was born in Cuba and emigrated on or after January 1, 1971, they do not need a visa to cruise to Cuba.
- If your client is a U.S. citizen who was born in Cuba and emigrated prior to January 1, 1971, they will need a special visa — even if they don’t plan on disembarking the ship while in port. See the FAQ on U.S.-Cuban dual citizen travel for more details.

Other document requirements must be met by all travelers in addition to visa requirements.

4. Can international guests sail to Cuba with Royal Caribbean?

Yes. All guests—regardless of country of residence—are required to meet one of the 12 categories of authorized travel while onshore in Cuba and to carry the appropriate documents.

5. Can guests travel to Cuba with a driver’s license and/or birth certificate?

No. Per U.S. Customs and Border Protection regulations, all guests traveling to Cuba, including minors, are required to have a passport book (NO passport cards or other forms of I.D. will be accepted). The passport book must be valid for at least six months after the date of your client’s Cuba sailing. U.S.-Cuban dual citizens who departed Cuba on or after January 1, 1971 must have a current Cuban passport book that is valid by Cuban government standards, as well as U.S. passport book that is valid for at least six months after the date of Cuba sailing.

6. How will guests certify that they are traveling to Cuba under one of the 12 general licenses?

In accordance with U.S. law, all guests (including children) traveling to Cuba must complete a Travel Certification document identifying the category of travel under which they are visiting. This must be completed prior to boarding the ship. Guests should present two printed, completed copies per traveler at the pier during the boarding process.

The “Part A. Authorized Cuba Travel Categories” are organized into 5 segments with convenient check boxes for selecting your type of Travel Certification.

Box 1. Full Day Royal Caribbean Program. Sign up for Royal Caribbean shore excursions and plan your client’s full day schedule of group educational exchange activities. This is the simplest way to obtain your client’s Travel Certification.

Box 2. Full Day-Third Party Program (Tours Not Sponsored by Royal Caribbean). Check Box 2 if your client is arranging a full day schedule of group educational exchange activities with a U.S. sponsoring organization (other
Box 3. Self-Guided People-to-People Program (ONLY PERMITTED FOR GUEST BOOKINGS MADE BEFORE JUNE 16, 2017). Check Box 3 if your client is visiting Cuba for a self-guided program of people-to-people educational exchange activities.

Box 4. Other general license categories. Check Box 4 if your client is visiting Cuba under any of the categories of U.S. authorized travel listed beneath this section.

Box 5. Specific License. Check Box 5 if your client has obtained a specific license from OFAC authorizing travel to Cuba and provide the license number and a copy of the license.

7. What is people-to-people travel?
People-to-people travel tours are education-based trips designed to promote interactions between travelers and the Cuban people.

8. How do recent changes in Cuba regulations affect my client’s travel plans?
The recently amended regulations do not affect any of our sailings to Cuba. However, “self-guided people-to-people” travel is no longer allowed for any guest that booked on June 16, 2017 or after. This means that guests will need to choose a group “people-to-people” tour that complies with the new regulations, unless they qualify for other categories of authorized travel or hold a specific license issued by OFAC. All Royal Caribbean tours are designed to comply with the regulations.

In addition to the “self-guided people-to-people” travel amendment, OFAC prohibits direct financial transactions with a published list of hotels, stores and other entities. For more information, see the OFAC Cuba Restricted List.

9. When do the new regulations go into effect?
The new regulations went into effect November 9, 2017.

10. Does my client have to purchase a tour to disembark the ship in Cuba?
As per U.S. government requirements, in order to travel to Cuba with Royal Caribbean, guests must qualify for one of the 12 categories of authorized travel or hold a specific license issued by OFAC. One of the 12 categories, Educational Activities, allows “people-to-people” activities, which can be satisfied by purchasing a full day tour with Royal Caribbean or a third-party program offered by a U.S. sponsoring organization. Those guests who have elected Educational Activities on their certification form are personally responsible for fulfilling on this election once they depart the ship, whether by participating in a tour with Royal Caribbean, or with a third-party program.

11. What if my client booked before June 16, 2017?
If your client booked before June 16, 2017, they are exempt from the new regulations for their booked sailing and may choose to select Self-Guided Program, which is Box #3 of the Travel Certification.

12. What if my client does not want to disembark the ship? What box should they select in the Travel Certification?
All guests must certify by indicating which category of authorized travel they will be traveling under, regardless of whether they intend to disembark in Cuba.

13. If my client booked a shore excursion with Royal Caribbean or a third-party U.S. sponsoring organization, are they allowed to walk in Havana before and/or after the tour?
Yes, your client can experience Havana before or after their tour, as long as they are engaged in a full-day schedule of educational exchange activities as set forth by OFAC regulations.
14. If my clients' cruise overnights in Havana, will they have to purchase a tour for each day?

The new regulations require a full-day schedule of educational exchange activities when traveling in Cuba. If your client will be in Cuba for two full days, then they should be participating in a tour for each day.

15. If my clients' cruise overnights in Havana, what are the requirements for how they spend their evening hours?

Your client can experience Havana in the evening after their tour, as long as they engaged in a full-day schedule of educational exchange activities as set forth by OFAC regulations, such as a Royal Caribbean shore excursion or a tour with a compliant third-party organization.

16. Can my client purchase a tour through a third-party company?

Your client may purchase a tour with a third-party company. It is the responsibility of the guest to ensure that the purchased tour complies with U.S. regulations, is sponsored by a U.S. organization, and offers a full-day schedule of educational exchange activities.

17. My client is an international guest, do the new regulations apply to them?

Yes, the new regulations apply to all guests—regardless of nationality or country of residence—boarding a vessel in a U.S. port. This portion of the regulations is not new and has always been applicable to international guests.

18. My client booked a shore excursion with Royal Caribbean. Does this qualify as a group “people-to-people” tour, per the new regulations?

All of our Royal Caribbean Cuba shore excursions are designed to meet the necessary qualifications for authorized group “people-to-people” travel.

19. Will additional documentation be required to go on a Royal Caribbean Cuba tour?

Nothing more would be required for any Royal Cuba shore excursion, beyond the travel documents that a guest is required to have to cruise to Cuba.

20. What are some frequently visited places my client should know about that are now prohibited?

In November 2017, new regulations went into effect that prohibit guests from engaging in “direct financial transactions” with certain entities in Cuba. There are approximately 178 places listed as prohibited entities. Some popular locations frequently visited by guests, which are included in the list of prohibited places, are:

- Gran Hotel Manzana (Kempinski)
- Hotel Ambos Mundos (Habaguanex)
- Hotel Raquel (Habaguanex)
- Casa del Abanico (Habaguanex)
- Colección Habana (Habaguanex)
- Florería Jardín Wagner (Habaguanex)
- Joyería Coral Negro (CIMEX) – Additional locations throughout Cuba
- La Casa del Regalo (Habaguanex)
- San Ignacio 415 (Habaguanex)
- Soldadito de Plomo (Habaguanex)
- Tienda El Navegante (Habaguanex)
- Tienda Munecos de Leyenda (Habaguanex)
- Tienda Museo El Reloj Cuervo y Sobrinos (Habaguanex)
- Villa Gaviota Santiago (Gaviota)

For more information, see the OFAC Cuba Restricted List.

21. Does my client need to fill out the Travel Certification document?

Yes, in order to board the ship, all guests, including children and international guests, must fill out and submit the Travel Certification document.
Certification document to Royal Caribbean. Please download and complete the document before arriving. Each guest must bring two printed, completed copies of the Travel Certification document to the pier on embarkation day. All guests should keep a copy of the Travel Certification document for their records for at least five years.

22. Have the new regulations impacted visa requirements?

No, the new regulations have not impacted visa requirements, and all guests are still required to acquire the appropriate visa to enter Cuba.

23. Are U.S.-Cuban dual citizens allowed to travel to Cuba with Royal Caribbean?

Yes. U.S.-Cuban dual citizens are permitted to arrive in Cuba by vessel. If your client is a U.S.-Cuban dual citizen, they will need additional documentation. For U.S.-Cuban dual citizens who departed Cuba on or after January 1, 1971:

- Your client must have a Cuban passport book, valid by Cuban government standards.
- Your client must have a U.S. passport book, valid for at least 6 months after their Cuba sail date
- Your client must bring two printed, completed copies of the Travel Certification Document to the pier on embarkation day.
- Your client must have all the documents above in order to board the ship, regardless of whether they plan to disembark in Cuba.
- Your client does not need a visa of any kind.

Please refer to the U.S. Embassy in Cuba website (https://cu.usembassy.gov/u-s-citizen-services/) for more information.

For U.S.-Cuban dual citizens who departed Cuba prior to January 1, 1971:

- Your client must have a U.S. passport book, valid for at least 6 months after their Cuba sail date.
- Your client must bring two printed, completed copies of the Travel Certification Document to the pier on embarkation day.
- Your client will need to apply for and secure a special visa. Royal Caribbean does NOT administer this special visa.
- Your client must have all the documents above in order to board the ship, regardless of whether they plan to disembark in Cuba.

There are several companies that offer visa/passport processing services to assist in obtaining a visa and/or a Cuban passport including:

ABC Charters Inc. travel@abc-charters.com 877-817-1160 www.abc-charters.com

Airline Brokers Company Inc. yt@airlinebrokers.net 305-642-5002 www.airlinebrokers.net

Va Cuba Inc. info@vacuba.com

24. Are there any restrictions for U.S. military personnel members traveling to Cuba?

In general, active military personnel are not restricted from traveling to Cuba. However, it is recommended that military personnel confirm with their individual branches to which they serve to ensure that restrictions unique to that branch have not been imposed.

25. Are there restrictions on what my client can bring into Cuba?

There are both U.S. and Cuba import regulations that travelers must comply with when traveling and bringing items into Cuba.
For information on U.S. import regulations, please review the U.S. Department of Commerce Bureau of Industry and Security’s Export Administration Regulations.

For information on Cuba import regulations, please review the General Customs of the Republic of Cuba.

26. What are U.S. guests allowed to bring back from Cuba?

Guests are generally authorized to bring into the U.S. merchandise acquired in Cuba for personal use as accompanied baggage.

27. Should a guest opt to sail on back-to-back Cuba cruises, what are the visa requirements?

Guests sailing on back-to-back Cuba sailings will require separate visas for each leg of their cruise.

28. Will my client need more than one visa during their visit to Cuba?

One visa serves for the entire sailing to Cuba. Even if your client’s sailing involves an overnight stay in Havana, or if your client’s ship itinerary calls at more than one port in Cuba, as long as no other country is visited in between Cuban ports your client will travel under the same visa. Note that Royal Caribbean sailings do not visit other countries between Cuban ports.

29. Can a guest remain onboard the ship should they prefer not to disembark while in Cuba? If so, is the purchase of a visa required?

Guests do have the option to remain onboard the ship while in port, and it is at each guest’s discretion whether to disembark while in Cuba.

- Travelers who were not born in Cuba, and who wish to disembark the ship while in Cuba, will need a Cuban visa. If your client is NOT going to disembark, they do not need a Cuban visa. Your client will not have to complete the Cuban visa forms at the pier and will not have to pay for Cuban visa processing.
- U.S.-Cuban dual citizens who departed Cuba prior to January 1, 1971, require a special visa to cruise to Cuba. This special visa is required to board the ship, even if your client does not plan to disembark the ship while in Cuba. Royal Caribbean does NOT administer this special visa.
- All other passport requirements must be met, by all travelers, and Travel Certification documents provided at the pier, in order to board the ship — even if your client does not plan to disembark in Cuba.

30. Can onboard credit be used to pay for the Cuban visa (also called visitor card or entry card)?

There are no restrictions against applying your onboard credit to the cost of the visa. For your client’s convenience, Royal Caribbean can facilitate your client’s Cuban visa at the embarkation terminal for a cost of $75 per person, which will be charged to their onboard account on day 1 of the cruise. If an onboard credit exists on your client’s account, it can then be applied to cover this cost.

MEDICAL COVERAGE

31. Does my clients’ medical insurance cover them while they are in Cuba?

While traveling in Cuba it is unlikely that your client will be covered by their U.S. health plan. Your client will need to check with their insurance provider regarding their medical insurance coverage in Cuba. However, your client should note that their cruise fare includes mandatory insurance required by the Cuban government during their visit.

32. Will guests be required to purchase separate medical or traveler’s insurance to go to Cuba?

Your client’s cruise fare includes mandatory coverage required by the Cuban government during their visit to Cuba.

33. Are any vaccines required or recommended for travel to Cuba for adults and children?
Your client does not need any inoculations before visiting Cuba.

34. **What should my client know about the Zika Virus before sailing?**

Royal Caribbean is committed to the safety and health of our guests and crew. We are closely monitoring the Zika virus situation and are aware that the Center for Disease Control has issued a travel alert for certain countries (including Cuba) where Zika virus transmission is ongoing. Royal Caribbean will assist any pregnant women who do not feel comfortable sailing to countries affected with the Zika virus by providing alternative itinerary options.

This may include providing guests with a future cruise credit valid for two years so that they may re-schedule their voyage for a later date, with no penalty. Guests seeking additional information on the Zika virus are encouraged to contact their primary care physician or visit the CDC website.

35. **Can my client bring prescription medications to Cuba?**

As some prescription drugs may be illegal in Cuba, we recommend guests check with the Cuban Embassy to verify that all prescription(s) are legal to bring into Cuba. Guests should bring all medicines (including over-the-counter medicines) they might need while in Cuba.

The U.S. embassy website also recommends bringing a copy of the prescription and a letter from the prescribing physician explaining the need for prescription drugs. CDC recommends guests should also carry a card that identifies, in the local language, their blood type, chronic conditions or serious allergies, and the generic names of any medications they take.

**ADA**

36. **Is Cuba accessible for wheel chair users?**

Accessibility in Cuba is limited due to lack of curb cuts, ramps and accessible vehicles.

While accessible facilities (such as hotels) may exist, these facilities may not be comparable to accessible facilities found in the U.S. and other parts of the world.

For example, wider doors and grab bars may not be available, and wheelchair users may be limited to ground floor facilities as there are often no elevators to access upper levels.

**SHOPPING IN CUBA**

37. **Can my client purchase Cuban-origin cigars and/or Cuban-origin rum or other alcohol while traveling in Cuba?**

Guests sailing with us to Cuba may purchase alcohol and tobacco products in Cuba for personal consumption, from authorized retailers.

**BANKING IN CUBA**

38. **How can my client pay for items in Cuba?**

Credit cards are not likely to be accepted. Guests should anticipate paying for items in local currency.

39. **What types of currencies are accepted in Cuba and what is the exchange rate?**

There are two types of currencies in Cuba— CUC (Cuban Convertible Peso) and CUP (Cuban Peso). The CUC is the currency used by visitors while the CUP is used by locals.

\[ \text{\$0.87 CUC} = \text{\$1US} \quad \text{\$25 CUP} = \text{\$1US} \]
40. Where can my client exchange U.S. dollars for CUCs?

Cuban CUCs (Cuban Currency) can only be legally transacted at an official CADECA (Currency Exchange Houses) and hotels. You’ll find these official exchange stations conveniently located at the cruise terminal, at every hotel lobby in the country, and in multiple locations in Old Havana. Please note that we will not be able to convert any Cuban currency back into U.S. dollars onboard.

41. Are authorized travelers in Cuba permitted to use credit or debit cards issued by a U.S. financial institution?

For further information regarding credit card use and/or transactions in Cuba, please visit: https://travel.state.gov/content/passports/en/country/cuba.html

42. Can my client’s bank refuse to allow them to use their credit or debit card in Cuba?

Regulations do not require financial institutions or credit card companies to accept, maintain, or facilitate authorized financial relationships or transactions.

SAFETY SECURITY AND TIPS

43. Visitors to Cuba, like visitors to all countries in today’s world, need to be mindful of their personal safety.

We recommend guests consider the following guidance:

- Leave valuables and irreplaceable items inside your stateroom safe.
- Avoid wearing expensive jewelry.
- Carry only the cash that you will need on each outing.
- Use discretion when handling cash publicly.
- Keep your belongings secure and out of sight.

44. What is illegal in Cuba that guests may not be aware of?

It is illegal to buy cigars on the street; they must be purchased from authorized retailers. Currency exchanges for Cuban CUCs (Cuban Currency) can only be legally transacted at an official CADECA (Currency Exchange Houses) and hotels.

45. What additional tips should my client have before traveling in Cuba?

- Drink only bottled water
- Wear loose fitting, airy clothes, comfortable shoes and a hat for the tropical climate
- Only a few places are air conditioned; bring a fan and/or mister
- Purchase items only from authorized sellers
- Exchange money only at official CADECA (Currency exchange houses) or hotels
- Carry extra tissues for use as toilet paper, which may be limited or sporadically available

46. What should my client carry onshore while in Cuba?

- Passport book
- Visa
- SeaPass card (cruise card)
- Cash
- Tissues

47. Is Cuba included in the Royal Caribbean Travel Protection Program (RCTPP)?
Guests sailing to Cuba can purchase RCTPP just like with any Royal Caribbean cruise. The insurance will not be able to cover your client while in Cuba, but will reimburse them upon return, if acquired prior to sailing.

48. **What should my client wear in Cuba?**

We recommend casual dress for a tropical climate. Cotton shirts and chinos/khakis are appropriate for restaurants and hotels. Ladies are free to wear shorts and tank tops and do not need to worry about covering up.

49. **What type of conditions can my client expect in Cuba?**

Depending on where your client is coming from, they might find there is less infrastructure in Cuba than they are used to. It’s unlikely that your client will be able to pay with credit cards, their cellular service may not have coverage, and internet is largely unavailable. Walking surfaces may be uneven. The weather is tropical and air conditioning is very rare. But with proper planning and packing, all of these conditions are manageable and add to the unique experience that is visiting Cuba.

**CONNECTIVITY**

50. **Will my client’s cell phone work in Cuba?**

Your client will need to check with their phone provider regarding international coverage in Cuba.

51. **Will my client be able to access the internet on this cruise?**

High speed Wi-Fi is available onboard both our ships sailing to Cuba. You will very likely not have access to the internet while ashore in Cuba.