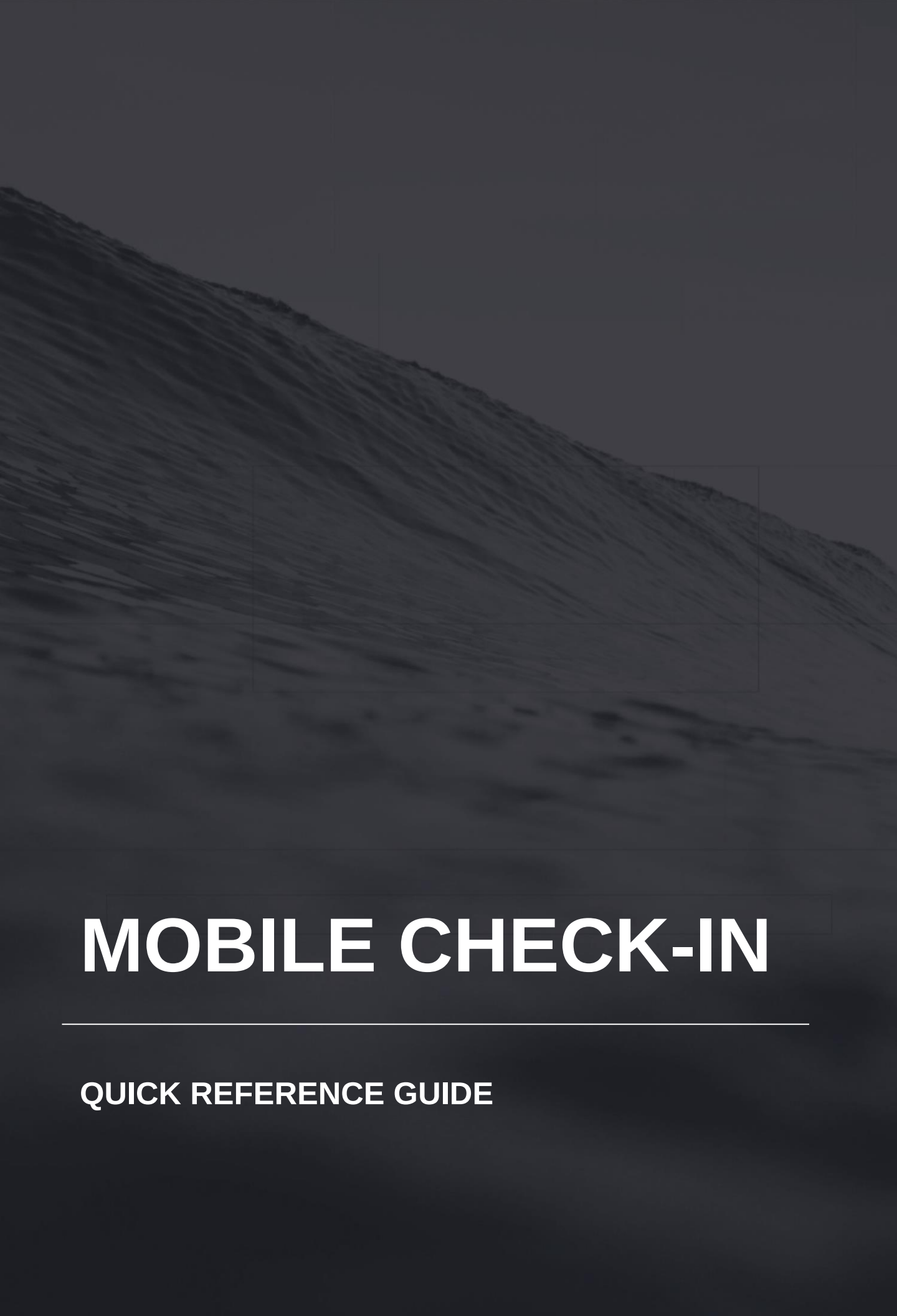




MOBILE CHECK-IN

QUICK REFERENCE GUIDE

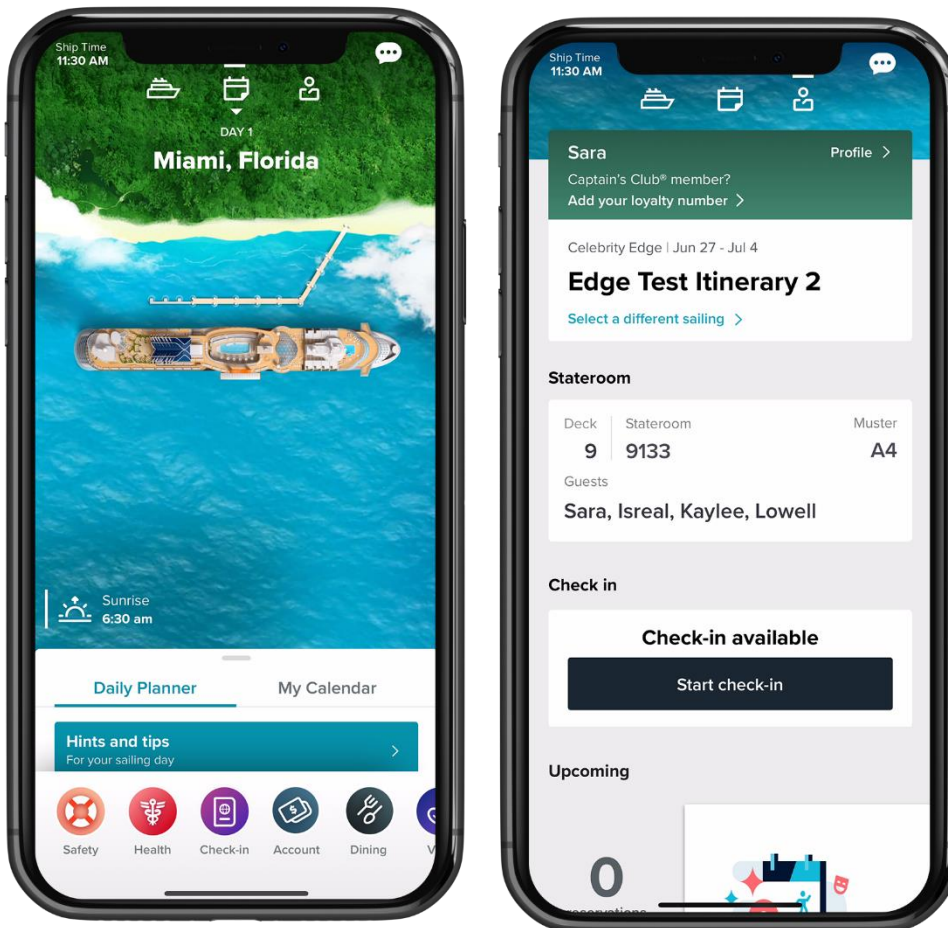
TABLE OF CONTENTS

This document provides a step-by-step guide to the Mobile Check-in process via the Celebrity Cruises App including; entering Guest Details, passport scanning, selecting a method of payment for the Onboard Expense Account, agreeing to the Cruise Ticket Contract, and indicating Arrival Plans.

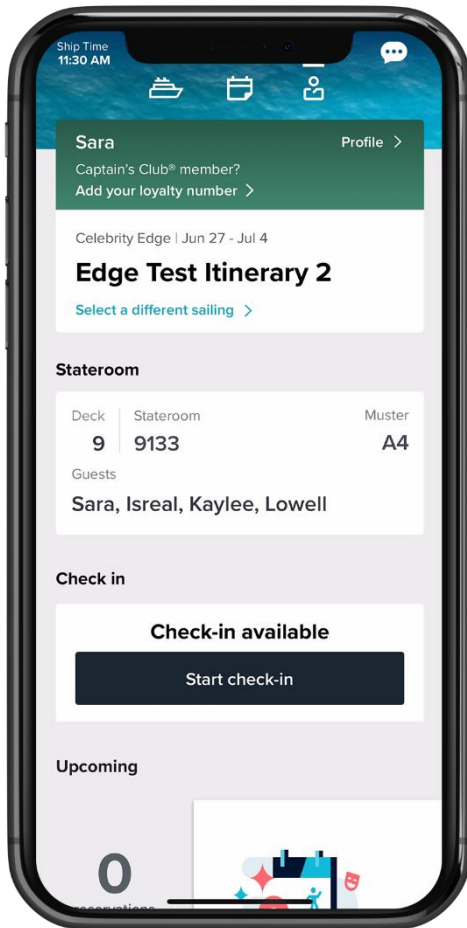
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GETTING STARTED

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 which will provide a more streamlined user experience. Mobile check-in also allows for guests to scan their passport or passport card which reduces manual data entry.



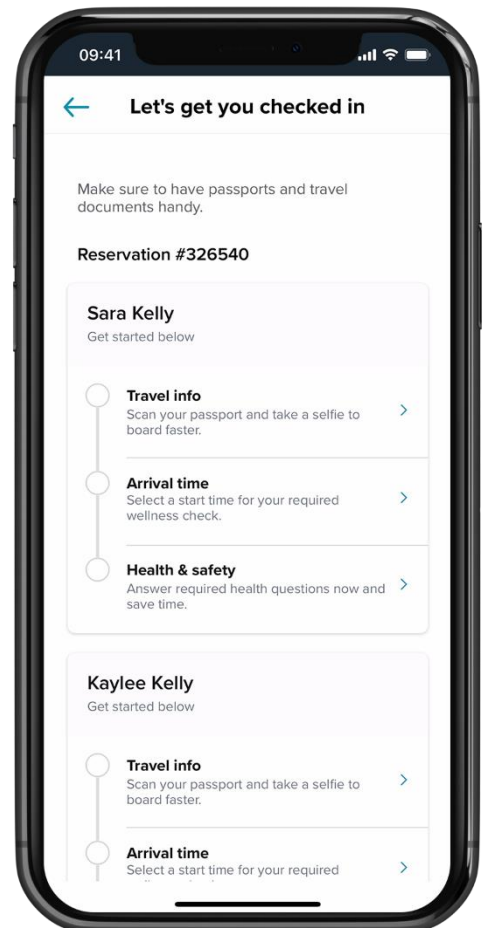
Entry Point

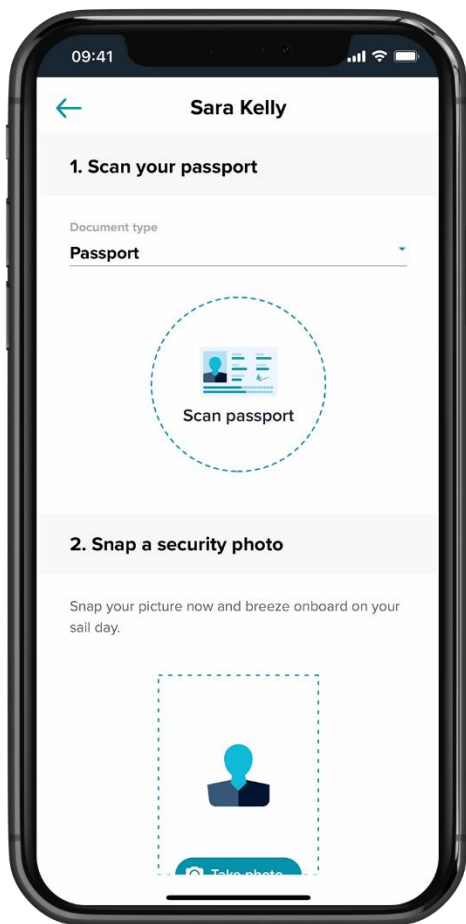
Tap **Start check-in**.

Landing Page

Scroll to select the guest to check-in and tap the first section, **Travel info**.

Guests can use the app to check-in beginning at 90 days prior to sailing.





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.

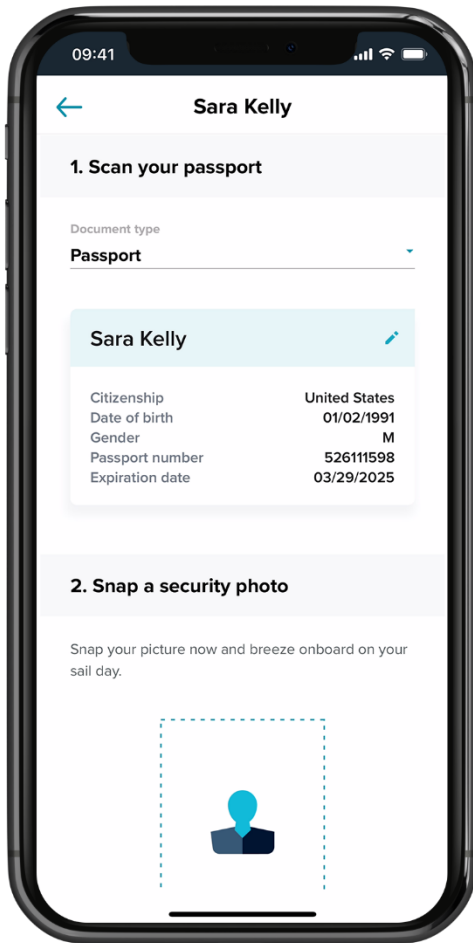
Passport Scanning

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.





Passport Information

After passport is scanned successfully, guest information is auto populated in the text fields.

Guest can edit their information by clicking the  icon.

GUEST INFORMATION

Sara Kelly

3. Where are you from?

Country of residence
United States

Country of birth
United States

4. Captain's Club

Enter your Loyalty number
12345678

5. Where do you live?

Address line 1
10 King Road

Address line 2 (optional)

City
Ipswich

State/Province
Alabama

Sara Kelly

3. Where are you from?

Country of residence
United States

Country of birth
United States

4. Captain's Club

Enter your Loyalty number
12345678

5. Where do you live?

Address line 1
10 King Road

Address line 2 (optional)

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State/Province
Alabama

Sara Kelly

5. Where do you live?

Address line 1
10 King Road

Address line 2 (optional)

City
Ipswich

State/Province
Alabama

6. Add an emergency contact

First name
Daniel

Phone number
5554446666

7. Onboard expenses

Provide a credit or debit card for onboard expenses.
To change your payment method, please call Royal Caribbean.

Where are you from?

Guest must select Country of residency and Country of birth from the drop-down

Captain's Club

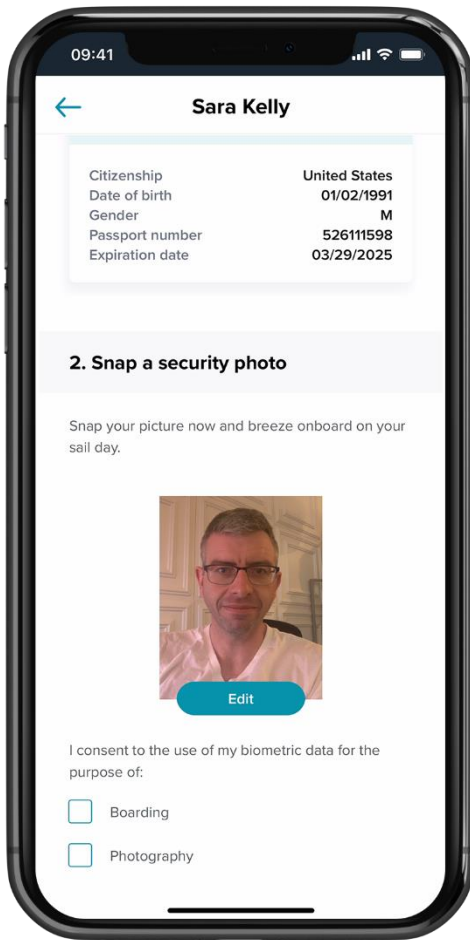
Enter Captain's Club member number if applicable

Where do you live?

Guest must enter their home address

Add an emergency contact

Enter contact information for someone who will not be on the sailing



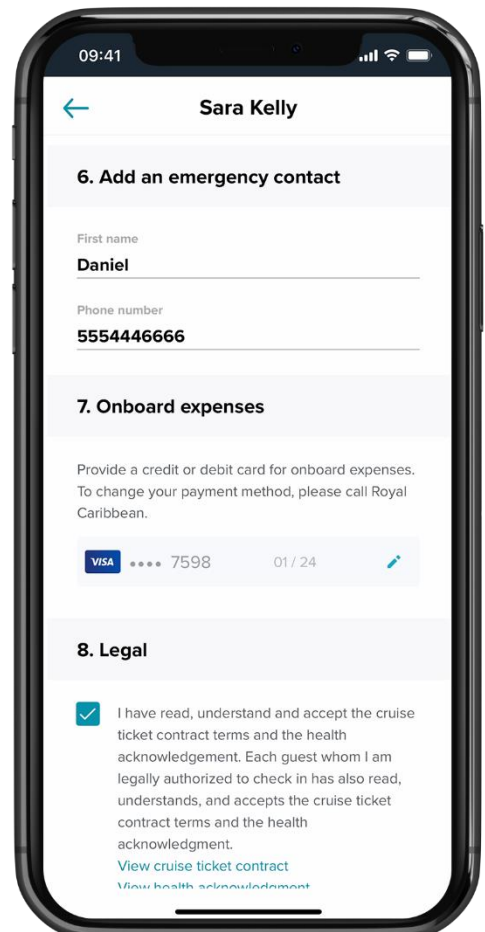
Security Photo

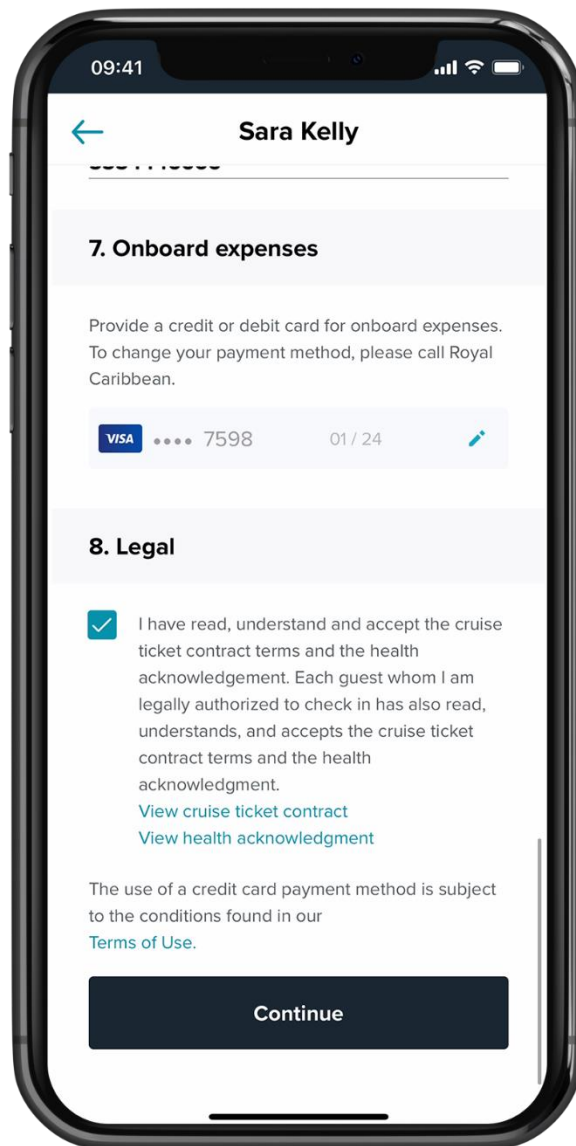
Align profile on specific guest (no other people in the picture) in the designated shape. If the guest is unhappy with the picture the guest can tap **Retake**.

ⓘ Remove hats and glasses

Onboard Expense Account

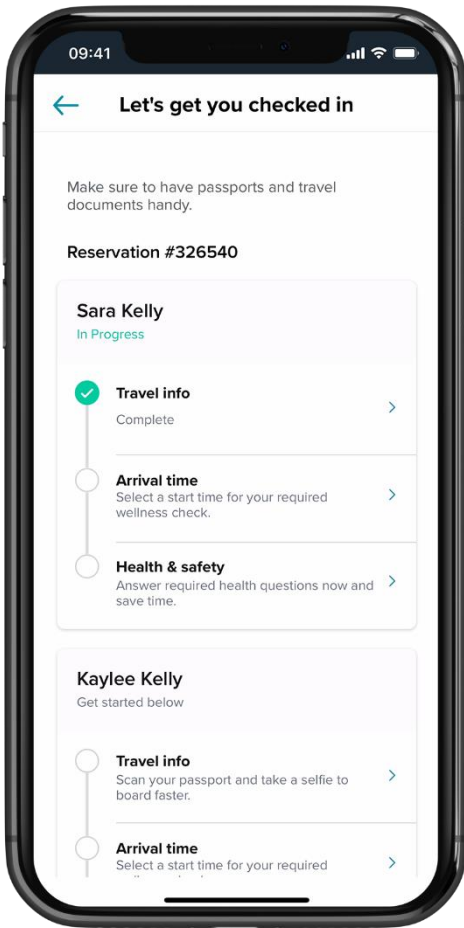
Select the form of payment (cash or credit) to be used onboard for guests reservation.





Legal

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

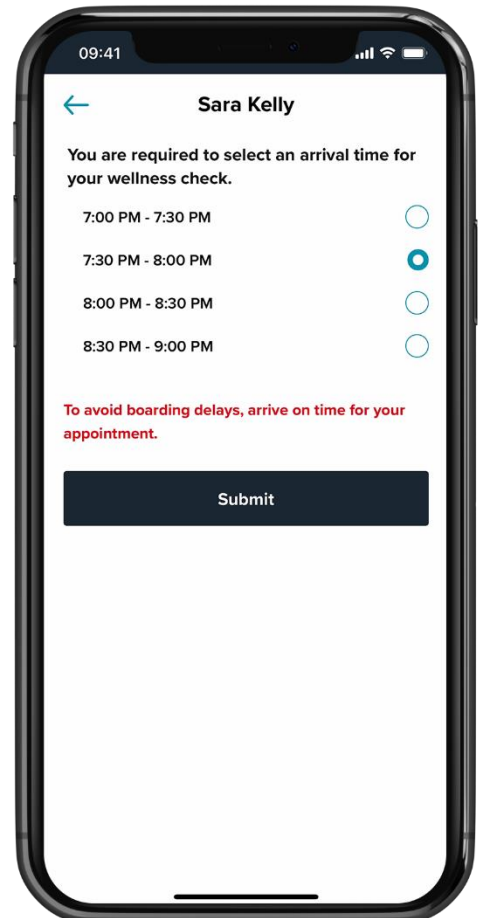


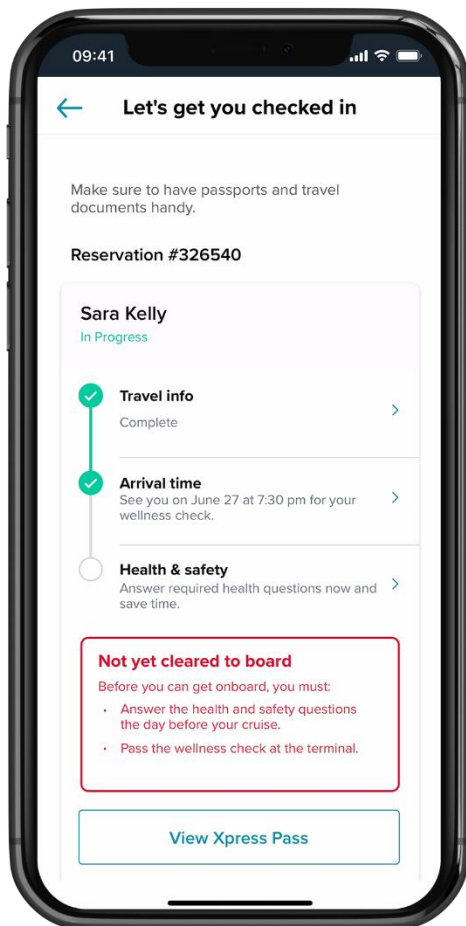
Landing Page

Guests will be routed back to the landing page indicating that the Travel info is complete. Next, they will tap on **Arrival time**

Arrival Time Appointment

The guest must select an arrival time and choose from the available options, what time they will arrive at the cruise terminal.





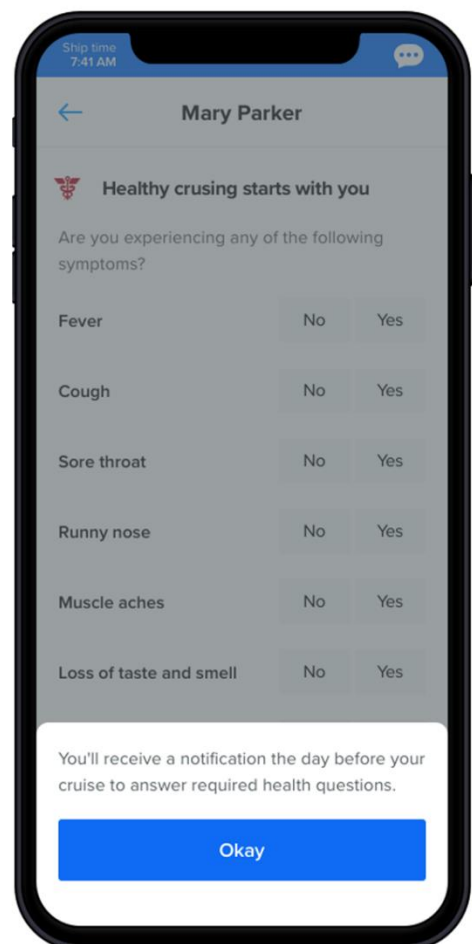
Landing Page

Guests will be routed back to the landing page indicating that the Arrival time is complete.

The remaining section is “Health & safety” which the guest cannot complete until 24 hours prior to sailing.

Tapping on the Health & safety section before it is available (24 hours prior to sailing) will show a grayed-out screen and not allow the guests to proceed.

They will receive a notification when this section will be available.



Sara Kelly

Healthy cruising starts with you

In the last 14 days, have you experienced any significant:

Fever/chills (100.4 F/38 C or greater)	Yes	No
Difficulty breathing	Yes	No
Fatigues / Muscle aches	Yes	No
Sudden lost of taste or smell	Yes	No
Sore throat	Yes	No
Nausea / vomiting	Yes	No
Diarrhea	Yes	No
Headaches	Yes	No
Cough / nasal congestion	Yes	No
Will you be more than 23 weeks pregnant at any time during the cruise?	Yes	No

In the last 14 days, have you been in contact with someone who has an influenza-like illness or confirmed COVID-19?

Yes No

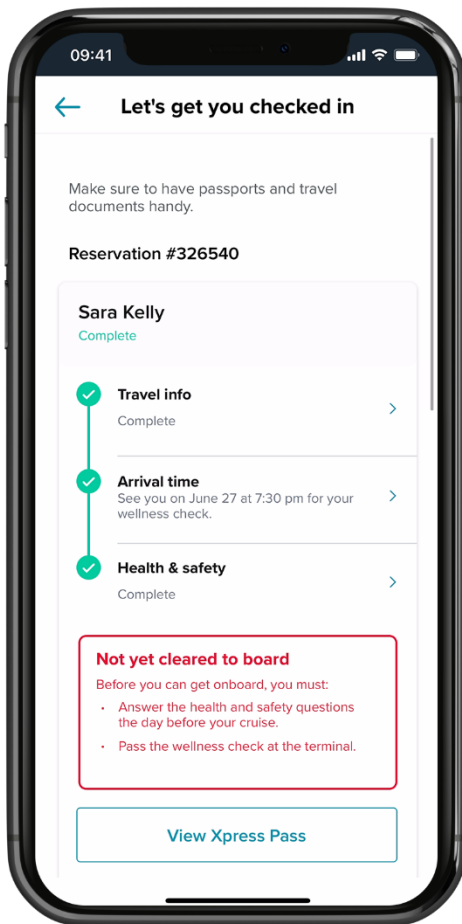
We use the information you provide to secure the health of all onboard our ships, in accordance with our [privacy policy](#). Failure to provide accurate information about your health may have serious consequences, including a refusal of boarding.

You cannot edit responses after they've been submitted

Submit

Health & Safety

Once available (24 hours prior to sailing) guests will get a notification to answer the required health questions. After answering all questions, they will tap **Submit**.



Landing Page

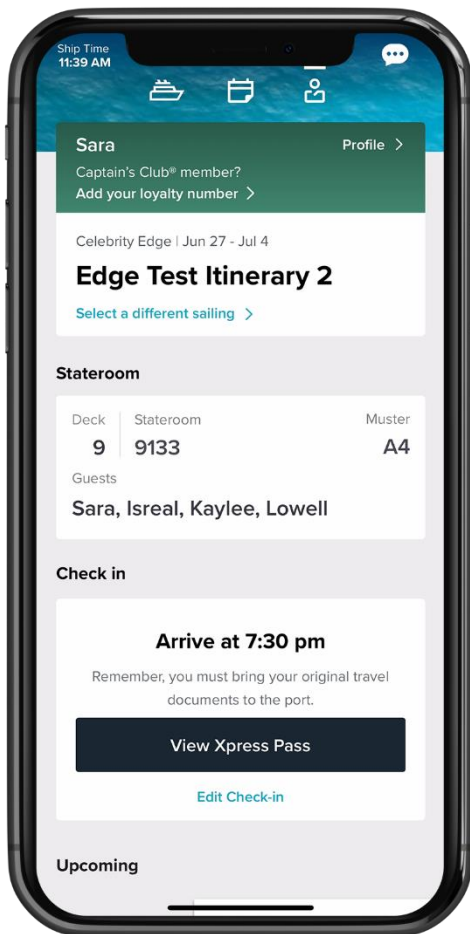
Guests will be routed back to the landing page after completing the **Health & safety** section. Guests will still be required to pass additional wellness screening at the cruise terminal.

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.



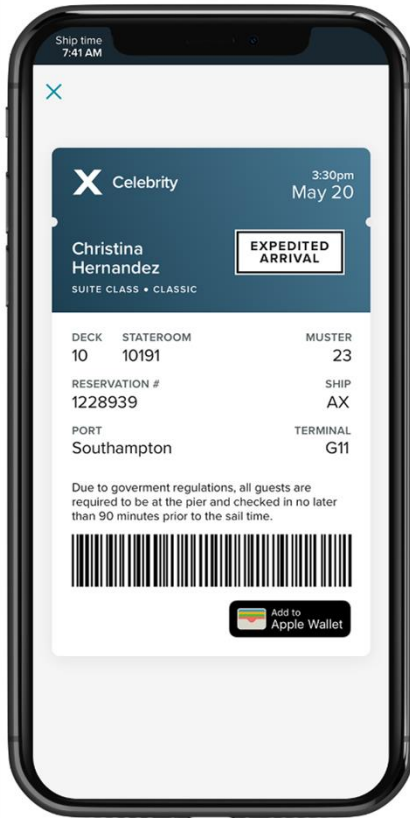


View SetSail Pass

The guest is now returned to the Dashboard.

To view the SetSail Pass, guest must tap **View SetSail Pass**.

SETSAIL PASS OPTIONS



Expedited Arrival

Guest may be eligible for Expedited Arrival if passport was scanned and security photo taken during online check-in.

These guests will have a designated line at the terminal, where a Pier Agent will quickly check their travel documents then allow them onboard. When onboard, guests will collect their SeaPass Card outside their stateroom.

Loyalty Status

Banner at the top of the Xpress Pass will correspond to the guests Captain's Club status.

