

Sailing Information

Frequently Asked Questions

What are the pre-cruise testing requirements for my cruise?

Pre-cruise testing is no longer required to sail, with a few exceptions. At this time, only the following sailings have pre-cruise testing requirements:

- Transpacific Sailings
- Cruises from Australia

For Transpacific Cruises

- All guests age 2 and older must bring a negative test result for a COVID-19 test taken no more than 2 days prior to sailing.

Required testing can be completed using any type of PCR or antigen COVID-19 test. It can be professionally proctored at your doctor or drugstore, or it can be a test you administer to yourself at home without supervision.

Guests under age 2 do not have any testing requirements.

Please note: A guest is considered fully vaccinated 14 days after the required number of doses in their vaccine series have been fully administered (e.g. 2 shots of Pfizer, Moderna, AstraZeneca, etc., or 1 shot of Johnson & Johnson). Vaccines must be approved for use by the World Health Organization (WHO), with the exception of CanSino.

For Cruises from Australia

- All guests aged 2 and above, regardless of vaccination status, must present a negative test result for a COVID-19 PCR test taken within 2 days before boarding day, or a self-administered Rapid Antigen Test (RAT) within 1 day before boarding, for sailings of any length.
- Guests under 2 years of age do not require testing.

Required testing for all guests can be completed using a PCR test administered at a private laboratory, or any self-administered Rapid Antigen Test (RAT). Rapid Antigen Tests are not required to be administered under live video supervision.

You will be required to present the negative test result at the time of boarding. You can show it in the form of a printout or email if taking a PCR test. Or if taking a RAT, you can show a picture of your negative RAT test on your phone, or present the actual negative test itself.

Please note: A guest is considered fully vaccinated 14 days after the required number of doses in their vaccine series have been fully administered (e.g. 2 shots of Pfizer, Moderna, AstraZeneca, etc., or 1 shot of Johnson &

Johnson). Vaccines must be approved for use by the Therapeutic Goods Administration (TGA).

How do I figure out which days I should get my pre-cruise COVID-19 test?

- First, make sure you understand Test Requirements for your specific sailing. The timing for when you need to take your test can vary, based on where you are sailing. Test requirements are in the sections above.
- When calculating which days you can take your test, be aware that the day you set sail is not counted as one of the days.
- So, if your test is needed 3 days before you sail, you have the three full calendar days before boarding day to take your test. If it's needed 2 days before you sail, you have the two full calendar days before boarding to take your test.
- For example, if you are setting sail on a Saturday, and you need to take the test within 3 days, you can take your test on Wednesday, Thursday or Friday. You can also take it on Saturday before arriving at the terminal, if necessary, but we don't recommend waiting until the last minute.

If I test positive for COVID-19 right before my cruise or on the cruise, what is your refund policy and what associated costs are covered?

- Guests on any Royal Caribbean cruise that's sailing between now and May 31st, 2023, will have the following COVID-19 reassurance at no extra charge:
 - 100% cruise fare refund for the guest, and their Traveling Party, if any of them do test positive for COVID-19 within **5 days prior** to the cruise or at the terminal.
 - Pro-rated FCC or cruise fare refund for anyone who has their cruise cut short due to testing positive for COVID-19 or being suspected of having COVID-19 during the cruise.
 - coverage of all costs of COVID-19 related medical treatment onboard, if you test positive for COVID-19 during the cruise

**Last modified April 7, 2023. Subject to change. "Traveling Party" means your family members living with you in the same household and traveling companions assigned to your stateroom on the cruise. Conditioned upon compliance with the RCG COVID-19 Policies and Procedures in effect at the time of the cruise. To qualify for a refund, their COVID-19 test must be proctored and verified. If administered by a provider other than one retained by Royal Caribbean, they must present their verified positive test result in a form acceptable to Royal Caribbean. The request for refund must be reported within 24 hours of receiving the test result. Additional terms and conditions apply. See our and your Cruise Ticket Contract for details. COVID-19 Refund and Cancellations Policy and your Cruise Ticket Contract for details.*

What if I am not feeling well in the days leading up to my cruise? What if I test positive for COVID-19 before my cruise?

- If you feel ill in the days before your cruise, you should not travel. In the event you or any member of your traveling party tests positive for COVID-19 in the 10 days before your cruise departs, or at the boarding terminal, you and your traveling party will receive a refund as outlined in our COVID-19 Assistance program. Or if you booked your cruise by March 31, 2022, and it sails on or before September 30, 2022 (April 30, 2023 for Australian sailings), you have the full protections of the Cruise with Confidence policy.
- Keep in mind you will need to answer a health questionnaire attesting that you have not tested positive for COVID-19 in the 10 days before your sail date. Additionally, some guests will need to undergo a test for COVID-19 at the terminal. A positive test result, or documented symptoms of communicable disease during the boarding process, will result in denial of boarding.

Can I book back-to-back cruises at this time?

Absolutely! We welcome guests to cruise on as many back-to-back cruises as they wish.

Are there any additional requirements to cruise from Australia?

Requirements for Travel into Australia

- If you're travelling to Australia from another country, you must ensure you meet Australia's international border entry requirements, including vaccination status, visa, maritime declaration entry requirements and travel exemption requirements. Learn more about this requirement here:
 - <https://www.tga.gov.au/international-covid-19-vaccines-recognised-australia>
 - <https://www.smartraveller.gov.au/>
 - <https://www.safetravel.govt.nz/>

Health & Travel Acknowledgement

- All guests should review, read, and acknowledge acceptance of their obligation to comply with Australian Government protocols and Royal Caribbean supplementary terms and conditions.
- Health, Travel & Risk Acknowledgement
- Supplementary Terms & Conditions
- Australian Government Fact Sheet

Travel Insurance

- For South Pacific cruises, guests must have proof of international travel insurance covering any emergency medical or hospital expenses as well as repatriation or they may be refused entry to New

Caledonia. This has been mandated by the New Caledonia Immigration Authorities. We recommend that you contact your travel agent or an independent insurance broker for details of suitable policies.

Mask Guidance

- All guests should wear a mask while travelling through the terminal and in public indoor spaces or crowded outdoor spaces onboard. Some of the destinations we visit will require masks and these must be worn onshore in accordance with the destinations local Public Health Order rules. Guests under 2 years of age will not need to wear a mask. These protocols are subject to change.

Are there any additional requirements during my cruise from Singapore?

Protocols for Singapore Departures

Vaccination

- We recommend that guests be fully vaccinated against COVID-19, if eligible.
- While vaccination is not required, guest should disclose their status during check-in to ensure we maintain a highly vaccinated onboard population.

Pre-cruise Testing

- As of November 2nd, 2022, testing is no longer required – regardless of vaccination status – on all Singapore departures.

For sailings visiting Thailand

- Guests will be required to bring a copy of their passport photo or information page in order to debark and explore ports in Thailand. A soft copy or photo of your passport information page will be accepted.
- For guests who require a visa to enter Thailand, please apply for the Thai Visa prior to check-in. For those who are available to apply for the Thai Visa upon arrival, please bring with you two passport-sized color photos for the Thailand Visa-On-Arrival Application (VOA) and THB 2,600 per person, for the handling fee. This will be charged in US dollars on your onboard account based on the current exchange rate and will cover the visa and service to the agency chosen by the Thailand government to obtain and process your visa and entrance procedures.

COVID-19 Testing Options for Returning Home

- *If you are in need of a PCR test before boarding your flight home, MyCLNQ Health will be offering testing services. Please [click here](#) to register.*

What vaccines are required to travel on a Royal Caribbean cruise?

- All guests must ensure that they are medically and physically fit for travel. The Centers for Disease Control (CDC) and the World Health Organization (WHO) provide guidelines as to which vaccinations are required in each country. In many cases inoculations are recommended, but in some circumstances, they are required by the country from which your cruise departs or countries we visit. We recommend that you check with your health care professional or a Travel Medicine Specialist certified by the WHO for

guidance. Other informational resources can be accessed on the Centers for Disease Control and Prevention traveler's health website or by calling toll-free (877) FYI-TRIP and on the World Health Organization website.

COVID-19 Vaccination is no longer required to sail, with a few exceptions. At this time, only the following sailings have COVID-19 vaccination requirements:

- **Guests age 12 and older must be fully vaccinated against COVID-19 in order to sail:**
 - Cruises from Australia Learn more about cruising from Australia
 - Transatlantic and Transpacific Sailings
 - Cruises from Hawaii to Vancouver

Vaccines that are fully approved or authorized for emergency use by the World Health Organization (with the exception of CanSino), and the European Medicines Agency (EMA), will be accepted by the ports we sail to. For guests sailing from Australia, vaccines must be approved by the Therapeutic Goods Administration (TGA).

To be considered fully vaccinated by the countries we visit:

- A guest is considered fully vaccinated 14 days after the required number of doses in their vaccine series have been fully administered (e.g. 2 shots of Pfizer, Moderna, AstraZeneca, etc., or 1 shot of Johnson & Johnson). Vaccines must be approved for use by the country they are sailing from.
- We strongly recommend that fully vaccinated guests also get a booster dose when they become eligible to do so.

To be considered up to date by all European countries, your vaccination must meet both of the following requirements:

1. You received your final dose in your original vaccine series (or a single dose of Johnson & Johnson) no more than 9 months (270 days) ago, or a booster dose. Guests that have received a booster dose will qualify regardless of the amount of time that has passed since receiving their booster. Children who have received one dose (unless Johnson & Johnson) do not count as fully vaccinated.
2. Your most recent vaccine dose is on this list of EMA-approved vaccines:
 - Pfizer
 - Moderna
 - Johnson & Johnson
 - AstraZeneca
 - Nuvaxovid

VACCINE	WHO	EMA
Pfizer-BioNTech / Comirnaty	✓	✓
Moderna / Spikevax	✓	✓
AstraZeneca / Vaxzevria	✓	✓
CoviShield	✓	✗
Covaxin	✓	✗
Sinovac	✓	✗
Sinopharm	✓	✗
Johnson & Johnson	✓	✓
Nuvaxovid / Novavax	✓	✓
Covovax / Novavax	✓	✗

When should I arrive at the port terminal to board my cruise ship?

- Guests should arrive at the terminal within the arrival time slot you selected during Royal App check-in. Those who arrive early will not be able to begin boarding, and those who arrive late will need to wait until we are able to work them into another group.
- Due to government regulations requiring cruise lines to submit final departure manifests at least 60 minutes prior to sailing, guests are requested to complete Check-in no later than 3 days prior to their cruise. If you do not complete Check-in 3 days prior, you will be required to complete this process at the pier at least two hours prior to the published sailing time. **Please note: All guests must be checked-in and onboard the ship no later than 90 minutes prior to the published sailing time or you will not be permitted to sail.**
- If you choose to fly ChoiceAir, Royal Caribbean automatically displays only the airline schedules that will enable you to meet your cruise. For your return home, you have the ability to select the flight that best suits your schedule. Depending on your disembarkation time and port, the time needed to arrive at the airport will vary.

What are the top things to know after I have booked a Royal Caribbean cruise?

Booked guests should review this Printable document to ensure proper preparation for your cruise.

Gathering Documents

- Make sure you have the proper forms of identification needed for your cruise. Give yourself plenty of time to obtain or renew your passport, if necessary. In order to make the boarding process as simple as

possible, we strongly encourage you to visit [RoyalCaribbean.com/onlinecheckin](https://www.royalcaribbean.com/onlinecheckin) to check in online and print your SetSail Pass no later than three days prior to your sail date. Additionally, guests should be able to look into any visa requirements for their itinerary. Learn more about required travel documents.

Vaccination Guidance

- While COVID-19 vaccination is not required for most sailings, a few countries still require vaccination to cruise. Additionally, Some countries require you complete COVID-19 related travel authorizations before setting sail. Learn more.

Testing Requirements

- Pre-cruise testing is no longer required to sail, with a few exceptions. Guests on transpacific sailings, a sailing that departs from Australia, or sailings from Hawaii to Vancouver, will be required to complete pre-cruise testing prior to boarding day.

Before You Board

- Don't forget to hand carry your passport, SetSail Pass, valuables and medications in your carry-on bag. You'll need your passport and SetSail Pass to board the ship.

Getting To The Ship

- Let us take you from airport to port with our "Transfers" program. "Transfers" may be included with our Air2Sea or Hotel offerings. You can also purchase this service separately. Boarding The Ship Please refer to your SetSail Pass for specific check-in times.

What travel documents are required to board?

In order to board the ship, guests will need to bring the following documents:

- **COVID-19 Test Result (if applicable):** Guests on transpacific sailings, sailings from Australia will need to take a pre-cruise test prior to boarding day. See testing requirements for your cruise here.
- **Health Status Questionnaire:** to be completed on the Royal Caribbean app before you board.
- **Government Identification:** Accepted forms of identification vary based on nationality, departure port and disembarkation port. See details below to learn what forms of identification are accepted.
- **COVID-19 Vaccination Record Card and Forms (if applicable):** While COVID-19 vaccination is not required for most sailings, a few countries still require vaccination to cruise. On sailings from Singapore and Australia, guests age 12 and older will need to show proof of full vaccination in order to board. Some countries require you complete COVID-19 related travel authorizations before setting sail. Learn more.
- **Travel Visas (if applicable):** Visa requirements vary depending on nationality and the country you are sailing from, see guidance here.

Accepted Forms of Identification:

- All guests will also need a form of identification to board the ship. Accepted forms of identification vary based on nationality, departure port and disembarkation port.

Accepted Identification for U.S. Citizens

- U.S. Passport book that is valid at least 6 months after your cruise ends. **A U.S. Passport book is required for sailings that depart from homeports outside of the U.S.**
- For sailings departing from U.S. homeports, an official U.S. Birth Certificate is also accepted. Guests age 16 and older that present a Birth Certificate will also need to provide a valid Driver's License or picture ID issued by the government. **Please note that hospital Birth Certificates (baby feet Birth Certificates) are not accepted.**
- Puerto Rican citizens should review their birth certificates and ensure they are up to date. Puerto Rican birth certificates issued prior to July 1, 2010 are not valid forms of proof of citizenship. The Government of Puerto Rico has partnered with document provider VitalChek to provide an expedited method for ordering new birth certificates. To apply through this method please visit: www.vitalchek.com. Vital Check also offers a bilingual call center available 24 hours a day, seven days a week. Processing and shipping fees apply. To apply through this method please call: (866) 842-6765.
- **United States Permanent Residents** must have a United States Permanent Resident Card. Additionally, a passport from your home country is strongly recommended. Click here for additional information.

No refunds will be given to individuals who fail to bring proper documentation.

For additional United States passport information visit the United States Department of State travel information website. Visa Central is the passport and visa service that we recommend, should our guests need passport and visa assistance. You may contact Visa Central for all your passport needs. Visa Central can obtain passports in as little as one day. US Residents, please contact VisaCentral online at www.visacentral.com/royalcaribbean, email rci@visacentral.com or call 800-858-8579, and be sure to reference Royal Caribbean account 44988 for reduced service fees.

Accepted Identification for International Guests (non-U.S. Citizens)

- **For US Sailings:** Non-US Citizens will require a passport valid at least 6 months after your cruise ends and the necessary visa for entry into the United States. On Transatlantic and Transpacific sailings, European and Chinese guests will require ESTA (Europe) and EVUS (China).
- **For International Sailings:** Non-US Citizens will require a passport book valid at least 6 months after your cruise ends and the supporting visa for entry and exit from the country, if applicable.
 - **For cruises departing Australia calling into only Australian ports**, Australian citizens require either a valid passport or government issued pictured and laminated ID card to be used as identification. Children aged 17 years and under will require a passport or Birth Certificate to travel or government issued photo ID. **Children under 16 years of age, who do not have a passport or Photo ID**, must have a copy of their birth certificate or their parents Medicare Card.
 - For all other nationalities, a passport (plus visa if needed in Australia) is required.
- **Europe sailings:** National ID cards issued in the European Union (EU) & European Economic Area (EEA) are accepted for travel to Schengen countries only and must be valid for at least one month from the return date. Some itineraries may include a port of call outside the Schengen area. For those sailings, national ID cards will not be accepted, and passports are required for travel.
 - **EU countries:** Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

- **UK & ROI citizens** (including children and infants) must have their own full 10 year (5 year for children) passport with at least 6 months validity from the end of the cruise. ESTAs are mandatory for everyone travelling to the US. You must apply for an ESTA no later than 72 hours before departing for the United States. Real-time approvals are not available and arriving at the airport without a previously approved ESTA will likely result in being denied boarding. Some other countries also run similar programmes – so make sure you've checked the requirements well in advance. For further passport, visa and health advice for your destinations please visit the FCO (UK) or DFA (Ireland) websites, have a look at our visa page or refer to our Booking Conditions.
- **EEA countries:** The EEA includes EU countries and also Iceland, Liechtenstein and Norway. Switzerland is not an EU or EEA member but is part of the single market.

Visa Central is the passport and visa service that we recommend, should our guests need passport and visa assistance. You may contact Visa Central for all your passport needs. Visa Central can obtain passports in as little as one day. Canada residents, please contact www.visacentral.ca/royalcaribbean, email rci@visacentral.com or call 8888-665-9956, and be sure to reference Royal Caribbean account 10026 for reduced service fees.

No refunds will be given to individuals who fail to bring proper documentation.

What if the name on my identification doesn't match the name on my reservation?

- It is important that the name on your reservation be exactly as it is stated on your passport or other official proof of nationality. If your name has changed since your document was issued (e.g., marriage or divorce), it is required that you update the document with the new name or provide an official supporting document (e.g., a state, county or province issued marriage license, divorce decree or legal name change document) of the name change. All documents must be the original or a notarized copy. Additionally, if you are using an identification (e.g., driver's license) and a citizenship document (e.g., birth certificate), then BOTH documents must match the name on your reservation. Otherwise, it may result in delay or possible denial of boarding.

COVID-19 Vaccinations Record Cards and Forms

- For sailings from Australia, guests age 12 and up are required by the local governments to provide proof of vaccination before boarding. Guests age 12 and older on these sailings who are not vaccinated and do not show proof of vaccination will not be permitted to sail. For all other sailings, vaccination documents will not be required to board, but we will ask that you disclose your vaccination status to us prior to boarding (via the app, on our website, or at the terminal).

Learn more about sailing from Australia.

We recommend you bring your vaccination documents with you, as local authorities or businesses in some destinations require it for entrance. A few of our departure ports still require guests to be vaccinated to sail.

Visas

Visa Guidance for U.S. Citizens and Canadians

- **U.S. and Canadian citizens** can obtain customized visa information and instructions for all Royal Caribbean cruises through Visa Central.

- **U.S. Residents**, please contact VisaCentral online here or via email at rci@visacentral.com or call 800-858-8579, and reference Royal Caribbean account 44988 for reduced service fees.
 - **Canadian Residents**, please contact VisaCentral online here or via email at rci@visacentral.com or call 800-858-8579, and reference Royal Caribbean account 10026 for reduced service fees.
- The following resources may also be of assistance to guests in determining what type of visa is required:
 - United States citizens can visit the United States Department of State foreign entry requirements website.
 - Canadian citizens can visit the Foreign Affairs and International Trade Canada website.

Visa Guidance for International Guests (non-U.S. Citizens and non-Canadian citizens)

- All non U.S. or Canadian passport holders should contact the Embassy (Consular Services) of each country on your cruise or VisaCentral for specific visa requirements, information, forms and fees for your nationality. Visa Central is the passport and visa service that we recommend, should our guests need passport and visa assistance. You may contact Visa Central for all your passport needs. Visa Central can obtain passports in as little as one day. You may also contact your travel advisor or local Royal Caribbean International office for further assistance.
- It is the responsibility of the guest to identify, obtain and present necessary visas before the start of their cruise vacation. Requirements vary based on the guest's nationality and countries visiting during the cruise. The following resources may be of assistance to guests in determining if a visa is required.

Please note the most recent visa requirements for non-United States guests sailing on an Alaskan itinerary require a Canadian visa to participate in the cruise.

- Some countries that your cruise may visit will require that you obtain a visa prior to arrival. You are responsible for obtaining any necessary visas. If you do not hold proper visa documents, you will be denied boarding without compensation.

What happens if I get sick onboard a Royal Caribbean cruise ship?

- If any of our guests or crew members ever feel unwell during their sailing, they can be immediately evaluated by medical staff, with an in-stateroom visit or by video tele-consultation. A multitude of evaluative tests can be conducted right onboard in our medical lab. This is just one capability of our enhanced Medical Center.
- In the interest of public health onboard, isolation and/or quarantine may be required to prevent exposure to people who have or may have any kind of infectious disease. A guest that is diagnosed as having an infectious disease by a member of our medical staff onboard will need to isolate onboard for a period of time — either until they can be safely disembarked at a port of call with private transport home, or when the sailing concludes back at the home port where it started. Those guests who meet the threshold to be

deemed a close contact will need to meet necessary quarantine and/or testing requirements based on their vaccination status.

- Guests who must isolate due to an infectious disease diagnosis will remain in their stateroom or be moved to a stateroom near the medical center where medical staff and Guest Services will check on them regularly, depending on availability. Complimentary amenities including room service and WiFi will be provided.
- Guests treated on board may request copies of their medical records by faxing a completed request form to 786-264-9682.

What if my sailing requires vaccination and I cannot get vaccinated due to a pre-existing allergy? What if I am not vaccinated for religious reasons? What if I have recently recovered from COVID-19 and am not now eligible to be vaccinated?

Vaccination Accommodations Requests

- For some sailings where local regulations require vaccination, such as those sailing from Australia, and Singapore, we have adopted operational capacity restrictions that restrict the number of guests we can carry who are not vaccinated. This means vaccination accommodations are not available on all sailings. Whenever we grant a vaccination accommodation, we reserve the right to revoke it at any time.

Before requesting a vaccination accommodation, there are several things to keep in mind.

As you prepare to submit a request for vaccination accommodation, please:

- Submit your request at least 30 days prior to your cruise departure date or even earlier if possible.
- Be aware that we may not be able to process requests submitted less than 14 days to sailing.
- Be aware that approvals or denials for vaccine accommodation may be issued up to 2 weeks prior to sailing or later.
- Wait for a response to your request before booking travel arrangements such as flights and hotel accommodations. Royal Caribbean is not responsible for any travel-related expenses incurred by you or members of your traveling party should your request be denied.

How to submit a vaccination accommodation request.

- If you believe that you meet the requirements for a vaccination accommodation, please send an email to vaxaccommodations@rccl.com. You can also have your local travel agent or International Representative contact us.
- Your initial email to vaxaccommodations@rccl.com should include the following details:
 - The full name of the person who needs the accommodation, as the name appears on their reservation

- Ship Name
- Date of Sailing
- Reservation Number
- Best phone number to reach the requesting guest (or their legal guardian if they are a minor)
- Best email to reach the requesting guest or their guardian, should it be different than the one you are emailing from

Religious Requests: For religious accommodation, please provide details regarding the specific nature of the religious objection to the vaccination. Your request will be evaluated by a panel to ensure that we are in compliance with all requirements related to such request.

Medical Requests: For your request to be considered by our medical team, a letter from a physician is required. Please see the specific requirements for the letter below:

- The letter must come from a Medical Doctor (MD) or Doctor of Osteopathic Medicine (DO).
- The letter must include the full name and date of birth for the guest requesting the accommodation.
- The letter must clearly indicate the pre-existing, non-COVID medical condition or disability that is contraindicated for vaccination.
- The letter should include a note that the guest is medically fit to travel.
- The letter must be signed by the MD or DO.

Vaccine accommodation requests should be submitted individually and will be considered individually. It may be possible for some members of the same travel party to receive approval and others be denied.

Our receipt of your vaccination accommodation request in no way implies or guarantees an approval.

If your vaccination accommodation request is granted.

Approvals apply only to the sailing for which they were granted and need to be renewed for each new sailing as protocols and operational needs change frequently. Approvals do not imply or guarantee an approval for any future sailings.

Please note that vaccination accommodated guests must adhere to all health protocols and travel requirements for guests who are not vaccinated as required by the cruise line and at the local, state and national level.

If your vaccination accommodation request is denied.

- If we are unable to approve your request, you can:
 - Change the ship/sail date and submit a new request, if your denial was based on operational capacity.
 - Cancel only the unvaccinated guest(s) from the booking, if the remainder of the traveling party still wishes to sail. The unvaccinated guest will receive a full refund after cancellation.
 - Cancel the booking that includes the unvaccinated guest and receive a full refund for the booking. Only those guests in the impacted booking are eligible to receive a full refund. Related bookings (family, friends, etc. traveling on another booking) remain subject to the standard cancellation penalty schedule.