

# FREQUENTLY ASKED QUESTIONS

## Related to Cuba

### General Questions:

**1. Who is able to travel to Cuba?**

While the Cuba embargo remains in place, recent legislative changes allow certain types of travel by U.S. persons to Cuba. Permitted travel is generally classified into 12 categories. If a trip to Cuba meets all of the requirements of one of these 12 categories, you are authorized by OFAC to travel under a “general license,” meaning that you may travel without any additional government approvals.

**2. What are the 12 general licenses?**

The general license categories include:

- Educational activities, including people-to-people travel
- Humanitarian projects
- Religious activities
- Professional research and meetings
- Family visits
- Official government business
- Journalism
- Public performances, clinics, workshops, exhibitions and athletic competitions
- “Support for the Cuban people”
- Activities of private foundations or research for educational institutes
- Exporting or importing information or “information materials”
- Travel related to some authorized export transactions

All guests traveling to Cuba must meet the requirements of one of the 12 categories of permitted travel authorized by the United States government.

**3. What is people-to-people travel?**

People-to-people tours are education-based trips designed to promote interactions between travelers and the Cuban people. People-to-people travel allows for little, if any, free time, as your time will be spent experiencing Cuba at its most authentic, through visits to Cuba’s most sought after destinations.

**4. Does Royal Caribbean offer tours that comply with one the 12 general licenses?**

The tour programs offered by Royal Caribbean are designed to meet the requirements.

**5. Will guests be required to have a visa to enter Cuba?**

Guests are required to purchase a visa to travel to Cuba. Royal Caribbean will facilitate this for our guests at a cost of \$75 per person. This fee will be added to your onboard account on Day 1 of the cruise. Each guest will receive their Visa during embarkation in Miami and will be responsible for providing their Visa to the Cuban authorities upon arrival in Cuba. If a guest loses their Visa, they will be able to purchase a new Visa onboard at an additional cost of \$75.

**6. Will international guests be allowed to sail with Royal Caribbean to Cuba?**

Yes; however, all guests regardless of country of residence will be required to meet one of the twelve general license categories while onshore in Cuba.

**7. What kind of documentation will be required by U.S. Customs and Border patrol for international guests?**

A passport will be required for all guests sailing to Cuba with us. Guest passports must be valid for six months after their travel date to Cuba.

**8. Can guests travel with a driver’s license and birth certificate?**



No. In order to travel to Cuba, all guests, including children, will be required to have a passport. U.S. Customs and Border Protection will not allow U.S. guests to travel to Cuba with a driver's license and birth certificate. Guest passports must be valid for six months after their travel to Cuba.

**9. 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 will be required to complete a travel affidavit identifying the category of travel under which they are visiting. This must be completed prior to boarding the vessel.

For ease of completion, we have arranged the affidavit into 3 parts:

Part A: Guests exclusively participating in the Royal Caribbean tour program should select Part A and complete the identification information in the last section.

Part B: Guests traveling on a self-guided people-to-people exchange program should select Part B and complete the identification information in the last section.

Part B does allow for guests to split their full-day schedule between tours purchased from Royal Caribbean and activities organized on their own.

Part C – Guests that have not certified in Part A and B, including those passengers who plan to split their schedule between people-to-people activities offered by Royal Caribbean and activities otherwise meeting the requirements of one of the 12 general licenses, should select Part C and complete the identification information in the last section.

**10. Are Cuban-Americans allowed to travel to Cuba with Royal Caribbean?**

Yes. Cuban-American persons born in Cuba are permitted to arrive in Cuba by vessel. However, if you are a Cuban-born traveler, you may need additional documentation.

Those who left Cuba prior to January 1, 1971, must travel to Cuba with their U.S. passports. But unlike U.S. born Americans, they will need a special type of visa; an H1 visa, which they need to apply for prior to travel. The visa application process can take up to 90 days.

Cuban-born citizens who came to the U.S. after January 1, 1971, must travel to Cuba using their Cuban passports. They do not need a visa. They do however need to complete a One-Page Entry Request Application.

To learn more, you can visit the Cuban Embassy website (<http://www.cubadiplomatica.cu/sicw/EN/ConsularServices.aspx>).

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

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

**12. What to wear in Cuba?**

It is appropriate to dress casual in Cuba. 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.

**13. What type of conditions can I expect in Cuba?**

You will be among the first to explore Cuba with Royal Caribbean. Infrastructure is at a minimum and authenticity is at a premium. The food is rich in culture, but potentially unfamiliar. Walking surfaces may be uneven, and depending on the time of year, the intensity of the heat can be significant.

**Medical Coverage:**

**14. Are there any vaccines required or recommended for travel to Cuba for adults and children?**

You do not need any inoculations before visiting Cuba.

**15. What should I know about the Zika Virus before sailing?**

Royal Caribbean International 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 CDC 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 alternate 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's website.

**16. Can I bring my 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 you take.

**ADA:**

**17. Is Cuba accessible for wheelchair 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:**

**18. Can I 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.

**19. Are there any spending limits for authorized U.S. travelers while in Cuba?**

Guests are not subject to daily spending limits. However, if you plan on purchasing gifts or items in Cuba to bring back to the United States, be sure the merchandise does not exceed a value of \$400 per person (alcohol or tobacco products must not exceed \$100).

**Banking in Cuba:**

**20. 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 tourists while the CUP is used by locals.

\$1 CUC = \$1US



\$25CUP = \$1US



Transaction fee of 10-13% will be charged.

Guests should check the currency exchange rate prior to their sailing.

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

Yes; however, it is not likely that shops and vendors will have the necessary infrastructure to process credit cards.

**22. Can my bank refuse to allow me to use my 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:**

**23. Safety Tips**

Visitors to Cuba, like visitors to all foreign countries in the world today, 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

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

It is illegal to buy cigars on the street; other than at approved retail stores as well as to exchange U.S. dollars into Cuban CUCs (Cuban Currency) any place other than at an official CADECA (Currency Exchange Houses) and hotels.

**25. What are additional tips that I should know when traveling on shore in Cuba?**

- Drink only bottled water
- Due to the tropical climate, wear loose fitting airy clothes, comfortable shoes and a hat
- Only a few places are air conditioned; bring a fan and/or mister
- Purchase items only from authorized sellers
- Exchange money only at CADECAs (Currency exchange houses) or hotels

**26. What should I carry ashore while in Cuba?**

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

**Connectivity:**

**27. Will my cell phone work in Cuba?**

You will need to check with your phone provider regarding international coverage in Cuba.

**28. Will I be able to access the internet on this cruise?**

Wi-Fi is available onboard. You will not have access to the internet while ashore in Cuba.