

Dear Customers,

We would like to inform you that on January 26, 2025, the Haifa District Court approved the settlement agreement submitted in Class Action Case No. 58120-05-21.

[The motion for approval of the settlement was published on our website and can be viewed via the link at the bottom of the homepage.]

As part of this agreement, Royal Caribbean will provide an On-Board Credit (OBC) in the amount of fifty U.S. dollars (\$50) to each member of the class (hereinafter: “OBC”).

The term “class members” refers to all Royal Caribbean customers who purchased tour packages for the Summer and High Holiday season of 2021, which were scheduled to depart from the Port of Haifa (hereinafter: the “Tour Packages”) and whose cruises were canceled. The class members include customers who booked directly through Royal Caribbean and travel agencies. Customers receiving the OBC can be transferred to any third party or use it themselves.

The OBC may be redeemed exclusively on Royal Caribbean cruises and only for services consumed onboard (when onboard), including food purchases (such as restaurant upgrades), soft and/or alcoholic beverages, internet packages, participation in onboard gaming, and various other products and services available on the ship. The OBC will be valid for 24 months from the date of issuance, but not later than May 11, 2027.

Additionally, under the terms of the settlement, it was agreed that any customer who paid for a Tour Package and has not yet received a refund for the cancellation will be entitled to a full reimbursement of their payment in the same payment method and currency that they paid it.

The OBC will be issued in mid-May 2025, and you will receive an email / SMS as you detailed when you bought the Tour Package.

If you do not receive your OBC, you may contact us as follows:

- a. If you purchased the Tour Package directly from Royal Caribbean - via email at customerrelations.emea@rccl.com or by phone at + 31 367117943;**
- b. If you purchased the Tour Package from Sunorama - via email at cs@sunorama.co.il or by phone at 073-2248999.**
- c. If you purchased the Tour Package from any other agent – directly from this agent or as mentioned in para. a or b above.**

**Bon voyage,
Royal Caribbean**