

# GUEST INTERACTION POLICY

This policy applies to all employees, both shipboard and shoreside, whether on or off the ship, in ports of call, or on ground properties owned or leased by the Company, at all times during the guest's vacation.

## Sexual Contact or Intimacy with Guests is Not Permitted

Our professional relationship with our guests makes it absolutely necessary that we conduct ourselves appropriately at all times. Sexual contact or intimacy with guests is never acceptable. This includes, but is not limited to the following behaviors:

1. Having any sexual contact with guests even if guests consent.
2. Offering sexual favors of any kind to guests.
3. Accepting guests' sexual advances.
4. And, all other forms of intimate contact.

All of these behaviors violate Company policy. If you have sexual contact or intimacy with guests you can be dismissed immediately.

Employees must ensure that any relationships formed with guests are at a strictly professional level, both during and after the guest's voyage. Having sexual relations with minors, sexual assault, and rape are all crimes punishable by law. All allegations of sexual contact with minors, sexual assault, and rape will be investigated by Shipboard/Global Security and reported by the Company to the proper legal authorities for prosecution.

## Guest Interaction Etiquette

- Look your best every day
- Be well informed and know your job
- Give right of way to guests on gangways, alleyways, corridors, elevators, and any other areas where this may apply
- Greet and treat guests politely, maintaining eye contact and smile
- Respect and maintain Guest privacy at all times.
- Do not discuss or disclose confidential information regarding our guests to unauthorized individuals
- Unauthorized social contact with guests, or unauthorized presence at guest functions, photo/video shoots, or other guest events, is a violation of this policy