

Royal Caribbean Guidelines for Service Dogs

Royal Caribbean International welcomes service dogs on all ships.* Please note we do not accept pets.

A service dog is defined as "any dog that is individually trained to do work or perform tasks for the benefit of a person with a disability." Service dogs are not considered pets.

Evidence that a dog is a service dog is helpful but not required (such as identification cards, other written documentation, presence of harnesses and/or tags or the credible verbal assurance of the person with a disability using the dog).

We provide 4 feet by 4 feet relief areas with cypress mulch to accommodate service dogs. Sod for sailings from the U.S. can be provided if ordered in advance and is available. Relief areas are provided on a shared basis with other service dogs onboard. Please note that Central Park on OasisSM class ships is not designated as a relief area.

Please notify our Access Department at time of booking but no later than 30 days prior to sailing if a service dog relief area is needed.

Service dogs are permitted to accompany the person with a disability in all public areas, including dining venues. While in public areas, service dogs must be on a leash, harness or other restraining device. Due to health regulations, service dogs are not permitted in pools, whirlpools or spas.

Care and supervision of the service dog is the sole responsibility of the owner. The ships are not required to provide food or care for the dog.

Guests may bring a reasonable quantity of food and bowls for the dog onboard the ship at no additional charge. If refrigerated space is needed, notify our Access Department at time of booking but no later than 30 days prior to sailing.

If the guest chooses to disembark the ship at a port at which the service dog must remain onboard, the guest must make arrangements to ensure that the dog is cared for. Note that the ship's staff is not required to care for the dog, nor can the dog be left in the stateroom unattended.

Guests are responsible for obtaining all required documents for the animal to depart the ship in ports of call and at final destination. For document requirements, visit:

- [U.S. Department of Agriculture](#)
- [Hawaii Department of Agriculture](#)
- [UK Department of Environment, Food and Rural Affairs](#)

A copy of these permits must be carried on the ship, and a copy left with Guest Relations Desk upon boarding the ship.

The documentation and immunization requirements are established by government authorities and not Royal Caribbean International. Please note requirements are subject to change without notice.

Guests are responsible for the behavior or damage caused by their service dog. A cleaning fee may be charged to the guest's shipboard account.

If the service dog's behavior creates a fundamental alteration or a direct threat to safety, the dog may be denied boarding or removed from the ship along with the owner at the guest's expense. Examples include: growling, barking excessively, initiating unsolicited contact, biting other guests and/or crewmembers, failure to use designated relief areas, sitting on furniture, eating from the table, etc.

If you have an animal that does not meet the definition of a service animal (i.e. a dog trained to perform a task) but must accompany you in order to assist you with your disability, please contact our Access Department at least 60 days prior to sailing.

Assistance Dogs to the United Kingdom (UK)

Assistance dogs entering the United Kingdom must meet the rules of the Pet Travel Scheme. You are responsible for ensuring your assistance dog meets all these rules. Please make sure you have had the procedures carried out in the correct order and your dog's documentation is correctly completed.

We will do our best to assist you in ensuring your assistance dog is checked for compliance with the Pet Travel Scheme at boarding. Please note dogs that fail checks will not be allowed to sail.

If you experience a problem with your documentation upon entry into the United Kingdom, then any related costs for either the quarantine of or re-export of your pet will be entirely your responsibility.

In general, you will need a pet passport (for guests from UK and EU) or official third country veterinary certificate (for guests from the U.S. and other countries outside the UK and EU) showing the dog has been micro-chipped, vaccinated against rabies, and treated against tapeworm not less than 24 hours, and not more than 120 hours before arrival in the UK (not required if travelling from Ireland, Finland, Malta or Norway).

Pet Passport and Third Country Certificates must be signed, dated and stamped by an Official Veterinarian; this may be different than your local veterinarian. This usually takes extra time.

Tapeworm treatment should be arranged at the next to last port of call prior to entry to the UK just in case for any reason the scheduled treatment cannot be done, there is another opportunity to arrange a treatment at the next port of call.

For more information:

- [Visit the DEFRA website](#)
- Contact the Pet Travel Scheme Helpline: Telephone: +44 (0) 370 241 1710 - Monday to Friday - 8 AM to 6 PM UK time (closed Bank Holidays) E-mail: pettravel@ahvla.gsi.gov.uk - please include your postal address and a day time telephone number
- Consult your veterinarian