

### **Dress Code Guidelines**

All crew on board Celebrity Cruises vessels are expected to maintain the highest standards in appearance and grooming at all times. Our crew should exemplify Modern Luxury in their overall appearance and attitude. The following dress and grooming guidelines have been established to educate our crew and managers on the expectations and standards of Celebrity Cruises. The Hotel Director, Staff Captain and each individual department head is responsible for ensuring the dress code guidelines are followed.

This document is designed to list the dress code guidelines, as well as allowable exceptions so that the crew and officers have clarity. It is the responsibility of the managers and department heads to ensure the crew in their departments are following these guidelines. This document applies to everyone on the crew list; exceptions are noted in the guidelines.

### **General Guidelines**

All Crew and Officers must present a professional and stylish appearance. This includes uniforms that are clean, pressed, and fit well. All crew and officers must be neatly groomed, and practice good hygiene while working (freshly showered, deodorant is required, fresh breath, clean hair and nails etc) Uniforms must be tailored to fit the crewmember, well pressed, and stylish in appearance. Shirts/tops are to be properly tucked into uniforms trousers/skirts and never hanging out loosely. The following things are never allowed; rolled up sleeves, trousers that are too long, wrinkled uniforms, overly tight uniforms, short skirts, and uniforms that are stained or soiled.

### **Day and night uniform**

All officers, staff and crew will be in their day uniform from the morning until 6:00pm. After 6:00pm, evening uniforms must be worn by officers.

No one should ever be in a guest area after 6pm in a day uniform.

Exception - Bridge officers may continue to wear day uniforms after 6pm while on duty on the bridge. Bridge officers must change into evening uniforms if they are going into a guest venue, including for meal breaks.

Hotel and Marine Officers with offices in crew areas may wear their day uniform in the evening if they are not going into a guest area.

**Hotel Officers working outside may adjust their uniform in hot weather per direction from the Hotel Director (for example jackets may be removed etc)**

### **Engine Officers**

**Engine officers who are working should wear clean coveralls. Nametags should be worn on coveralls but can be removed while working if it is a safety issue. Engine officers in guest areas who are not doing engine work should be dressed in the appropriate uniform and not in coveralls.**

**Any Engine officer who enters a guest area or crew area where food is being served (messes or crew bars) must be in a clean uniform. Engine officers attending guest events must be in the proper uniform for the time of day. Engine officers not working on repair and maintenance issues should be in day or evening uniforms.**

**No one should enter a guest wearing a coverall unless an emergency occurs.**

### **Crew messes**

**For sanitation reasons, all crew and officers must wear clean clothing, closed toe shoes and shirts with sleeves to the messes. Sandals, flip-flops, dirty coveralls and sleeveless T-shirts are never to be worn in the messes.**

### **Uniforms by venue**

**The correct uniform must be worn to match the venue in which a crewmember is working. If a crewmember is pulled from one venue to another, they must first put on the appropriate uniform.**

### **Embarkation Day uniforms**

**Officers who are greeting guests on embarkation should be in evening uniforms. The Hotel Director should decide who should be in evening uniforms on embarkation day based on their position.**

### **Shirt buttons and ties**

**Officers must button all of the buttons on their evening uniform. They may leave the top button open on their day uniforms.**

**Males should wear ties with their uniforms and females may wear the cross bow ties or the long tie.**

**Anyone wearing a long sleeve shirt without a jacket during the day must wear a tie. Short sleeve shirts worn during the day do not require a tie.**

### **Cold weather uniforms**

**The ship may issue sweaters and jackets to crew during cold weather itineraries. Jackets are only to be worn outside the ship, never inside. Sweaters may be worn inside but epaulettes and name tags must be on the outside of the sweater. White uniform shirts and ties must be worn under the sweaters. Employees who wear baseball caps as part of their uniform must wear a cap with a Celebrity logo. Employees may not wear their own jackets or sweaters with their uniforms.**

including fuchsias, pinks, greens, blues etc are never allowed. Dark roots and color tips are not allowed. Extreme hair styles including Mohawks, dreadlocks pig tails etc are not allowed.

### **Hair Standards – Males**

Hairstyles for men must be conservative and at a length above the collar. Hair color must be natural. Wet hair is not allowed in guest areas. Men may not pull longer hair back into a pony tail. Men are not allowed to have long hair, no exceptions. Men may not wear cornrows or dreadlocks.

Sideburns must be neatly trimmed and may not extend beyond mid-ear.

Men may not grow beards, mustaches or goatees while working on board. Men who come on board with beards, mustaches or goatees must keep their facial hair neatly groomed at all times.

Crew working in the galley must wear paper hats at all times. Do-rags may be worn under the paper hats but can never be worn without a paper hat covering the do rag.

*Beards may not be longer than 1/4 of an inch. Soul patches are not allowed. Facial hair is not allowed to be grown down the neck. Men may shave their heads.*

### **Sunglasses**

Sunglasses may be worn by crew working outside the ship (operating a tender, shore excursion staff, pool bar staff, open deck areas etc) Sunglasses are never to be worn inside the ship or on a crewmember's head or hanging off their uniform. Glasses with mirrored or dark, opaque lenses that don't allow staff members eyes to be seen are not permitted. Sunglasses must be black, brown or a neutral color that compliments the uniform being worn at the time.

### **Fingernails**

Finger nails should be clean, cut short and well groomed. Females should not grow their finger nails longer than ¼ inch. Females may paint their finger nails a neutral professional color. Nail jewelry and nail art is not allowed. Men should have short trimmed nails with no nail color. No single long pinkie nails are allowed.

### **Tattoos**

Visible tattoos are not permitted. Tattoos must be concealed while a crew member is working and anytime they are in a guest area. If tattoos are large, long sleeve shirts or trousers must be worn to cover them. Tattoos must be covered when officers are in the pool playing officer volleyball.

### **Name tags**

Nametags must be worn by all employees at all times. Nametags are worn on the left hand side of the uniform. Nametags should be worn above the logo on the uniform.

Nametags must be worn on evening gowns and personal clothing crewmembers wear for work. All members of senior management including the Cruise Director are required to follow the above guidelines

Service award pins may be worn above the name tag.

Exceptions – Entertainers may remove nametags while performing, but must put them back on once they complete a set. Engineers, galley crew and sailors may remove nametags while working if it presents a safety hazard.

Nametags are not worn by senior officers on the gala uniforms on formal night.

### **Body Piercing**

Crew are not allowed to wear a tongue ring or nose ring, even while not working. Ears may be pierced, but only female crew members are allowed to wear earrings. (One earring per ear on the lobe only.) Male staff members are not allowed to wear earrings, this includes all entertainers.

### **Jewelry and accessories**

Conservative jewelry should be worn with uniforms.

#### **Jewelry Guidelines - Females**

Females may wear one earring on each ear in the bottom ear lobe. No earrings are allowed on the upper part of the ear. Earrings should be a small hoops or posts in gold or silver. Large hoop earrings and dangle earrings are not allowed. A watch or bracelet may be worn, but must be limited to one per wrist. Bracelets should not be large or have large stone.

Females may wear one ring per hand, but not on their thumb, (a wedding set is considered one ring)

One small gold, pearl, or silver necklace may be worn.

Not allowed - Cloth and leather necklaces, ankle bracelets colored beads, visible body piercings besides earrings and nail jewelry. Grills and gold teeth are not allowed. Thumb rings are not allowed

Exceptions – females may wear more jewelry or larger jewelry on formal nights to compliment their evening wear but it must be of an elegant nature and compliment their uniform.

For safety and USPH reasons, no jewelry should be worn in the galley or engine room.

### **Jewelry Guidelines - Males**

Males are not allowed to wear earrings while working. A watch or bracelet may be worn, but must be limited to one per wrist. Cloth or leather bracelets should not be worn.

Men may wear one ring per hand, but not on their thumb.

Necklaces may be worn but cannot be visible.

Grills and gold teeth are not allowed.

For safety and USPH reasons, no jewelry should be worn in the galley or engine room.

### **Makeup**

Makeup must be worn at all times by female crewmembers while working in guest areas. Make up is considered part of the uniform. Make up should be conservative, flattering and compliment the uniform. Loud and garish makeup is not allowed. Glitter based makeup may only be worn by entertainers and by all crew on formal night. Men are not allowed to wear makeup unless they are part of a production show or other entertainment event. Cologne should be worn.

### **Coveralls**

Officers and crew who wear coveralls as part of their uniform must present a professional image. Coveralls should fit well, be clean and zipped up to the collar bone. Clean coveralls must be worn at all times in guest areas. Nametags must be worn while wearing coveralls but may be removed while working if they present a safety hazard. Undershirts should be worn with coveralls. Officers should not wear epaulettes on coveralls.

### **Personal Hygiene**

Employees must be clean, neatly groomed, smell fresh, shower at least once a day, more if needed, and have fresh breath. Smokers should brush their teeth and use cologne after having a cigarette. Deodorant must be used, undershirts must be worn.

### **Personal Items**

Personal items such as country flags may not be worn on the uniform.

### **Entertainers**

Entertainers who are on the crew list are required to follow the same dress code and behavior guidelines as the rest of the crew on board Celebrity vessels. There are no exceptions to the dress code for any entertainers who are on the crew list.

### **Smile**

A smile is the most important part of the uniform.

## **Behavior Guidelines in Guest Areas**

All Celebrity employees are required to act professionally and exude a spirit of hospitality at all times in guest areas. The following guidelines were established to assist our employees in presenting the best appearance to our guests. These guidelines apply to all employees on board, including those employees with guest privileges.

The Hotel Director is responsible for the behavior and actions of all crew while in Guest Areas. Any crewmember that violates the behavior guidelines is subject to discipline from the Hotel Director, the Staff Captain or their department head.

**Language** - English is the only language to be spoken in any guest area including gangways, tenders, corridors, lounges, on radios and open decks. This includes private conversations between two crewmembers of the same country, conversations over the radios/walkie/talkies, mobile phones and dect phones, and during inspections and walk through of guest areas. This also includes one on one conversation between two employees who are having dinner or a beverage in a public venue.

**Mobile Phones and MP3 players** - No crew member may be using their mobile phone to make or receive a personal call or text in a guest area, even if they are on a break. No crewmember may wear an MP3 player and headphones while working in a guest area or crew area.

**Smoking** - No crewmember may smoke in a guest area including on gangways, on the pier while working, and near tenders.

**Guest Elevators** - No crewmember may use a guest elevator unless they are escorting a guest.

**Tenders** - Crewmembers who wish to use tender service to go ashore must be the last on, and the last off the tenders. Crewmembers must give priority to guests coming on and off the tender, and in the seating choice on board. English must be spoken onboard tenders by all crewmembers. Cell phones may not be used on board the tender. Conversations between crew members should be kept professional and crew are encouraged to socialize with the guests on board.

**Crew working on the tender-** All crew must be dressed neatly while operating tenders. Music on board the tender must be appropriate, please see the Cruise Director for assistance. English should be spoken on board at all times. Tender operators should greet the guests over the speaker prior to leaving, and upon arrival. The tender operators assisting guests on and off tenders should engage in conversation with the guests.

**Socializing in Guest Areas** - No more than 4 crewmembers may sit together in any public area of the ship, and all bar stools are reserved for use by the guests. No crewmember may stand at a bar, get served at a bar, or be seated at a bar in a public lounge. This includes the Cova Café & Café el Bacio and ordering coffee to go at these cafés. Crewmembers should not be seated in lounges where space is limited and they may be taking a seat away from a guest.

**Acknowledging and greeting guests** - Crewmembers should warmly acknowledge and engage with every guest they pass in a guest area with a smile and a greeting. Celebrity style and flare should be exhibited at all times in the guest areas.

**Eating and drinking in public areas** - Crew and officers with guest area privileges may only consume food and beverages while seated at a table. Crew and officers may not walk and drink or consume food. Food and beverages should not be consumed while an employee is working in a guest area. Crew working on the pier, tenders or gangway should not consume food or beverages in front of guests.

Exception – crew working on gangways, outside, and on tenders may and should take water as needed to stay hydrated while working.

**Buffets** – Crew with buffet privileges should only be in the buffet when it is not crowded, and should never be in line in front of a guest. This includes crew with guest area privileges and guest entertainers. Crew members should never be walking in a guest area while eating food.

**Gum Chewing** – Crewmembers may not chew gum in a guest area including on tenders.

**Phones, radios, walkies and beepers** - All communication equipment should be on vibrate mode when in a guest area. The volume on walkies should be low as to not disturb guests. Please do not walk and carry on a conversation on your phone in a guest area, stop and take the call.

**I have read and fully understand Celebrity Cruises' Dress Code and Grooming Standards, as well as the guidelines for behavior in public areas.**

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**Name (Print)**

**Department**

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**Signature**

**Date**