Dear Viking Guest,

Thank you for booking your upcoming journey with Viking. As we prepare to welcome you on board, we want to advise you of a new component to the Viking Health & Safety Program.

As you know, we require that all guests and crew be up to date on their COVID-19 immunization. Viking has partnered with VeriFLY, an independent third-party vendor, to digitally certify your vaccination status ahead of departure.

(NOTE: Some airlines and countries have also partnered with VeriFLY and may require you to complete a separate VeriFLY certification process.)

At least seven days prior to your departure, please follow the steps below to complete your vaccination verification through VeriFLY for your Viking voyage.

Step 1	**Install the Free VeriFLY App** If you already have the VeriFLY app and an account, skip to Step 5. Direct links for Apple iOS and Android app stores are below.
Step 2	**Create Your VeriFLY Account** Once you have downloaded the app, tap "Get Started." Select "I Agree" to accept the VeriFLY Terms & Conditions. Enter your first and last name **as they appear on your passport** and input your email address.
Step 3	**Finalize Your Account Creation** Confirm your email address is correct by clicking "Confirm Email." You will be prompted to take a passport-style profile photo. Once submitted, a message will be sent to your confirmed email address verifying that your account has been created. From your email, select "Validate Your Account." In the VeriFLY app you will see "Onboarding Complete." Select "Continue." On the Welcome page, select "Finish" to proceed with creating your Viking pass. (Please check your spam folder if you do not see the email in your inbox)

Step 4	**Create a Viking Pass**
	In the VeriFLY app, select "Tap here to start." On the next screen, type "Viking" into the search bar to locate the Viking pass.
	Select "A Trip with Viking" and tap on "Add." The pass should now be available.
Step 5	**Add Your Trip**
	Select the Viking pass and choose "Add Trip" to enter your trip details.
	Review and agree to the Privacy Policy, Health Data Consent and Data Transfer Consent by tapping each toggle button. Tap "Continue" to proceed. (You will need to agree to all three sections to ensure Viking receives your status and allow VeriFLY to validate your vaccination record.)
	Next, enter your trip details and personal information. **Note**: Your booking number and embarkation date are at the top of this message.
	Select "Submit" to proceed.
Step 6	**Input Vaccination Details**
	On the My Trip page, tap "Manage Checklist" and select "Step 1: COVID-19 Vaccination Review" to submit your vaccination documentation. Complete the checklist by confirming your vaccination and entering your vaccination details (vaccine type, date of vaccination).
	To submit your vaccination card or medical record with proof of vaccine, you can upload your documentation as a PDF, scan, or take a photo of your card in the app.
Step 7	**Submit Details**
	Upon successful submission of your COVID-19 Vaccination Review, you will see a "Success!" screen. To see your verification status, select "Back,"and press the three dots next to COVID-19 Vaccination Review. Your status will show "Pending." There is nothing further to complete at this time.
	You will receive confirmation, within the app and via email from VeriFLY (within 24 hours), that your vaccination verification is complete.

Step 8	**Add a Travel Companion**
	If applicable, add a travel companion by returning to the My Trip page. Select "Add Companion." After submitting your travel companion's personal information, select "Submit." When you return to the My Trip page, you will need to complete "Step 6" from above for your companion.
	In addition to uploading their vaccination card or proof of vaccine, you will be asked to add their photo. You will need to agree that you are authorized to share your companion's personal information.
	If preferred, your travel companion can set up their own VeriFLY account.

Step 9	**Verification Approval**
	Once VeriFLY has verified your vaccination status, you will receive a notification with your final VeriFLY pass. (Please allow 24 hours.) If VeriFLY encounters any issues verifying your vaccination record, VeriFLY will contact you directly.

Once you have completed the VeriFLY process, Viking will receive confirmation of your vaccination status.

Please ensure you also carry your original vaccination documentation while traveling as you may need to present proof of vaccination at other points during your trip.

If you have any questions regarding the VeriFLY process, please email VeriFLY Customer Support at _support@myverifly.com_. Many questions may be answered at VeriFLY's online Help Center, viewable here or accessible from within the app.

Additionally, you may contact VeriFLY Customer Support:

- US: +1 813-392-4332
- UK: +44 2045 496788
- Australia: +61 370 656 212
- New Zealand: +64 9 884 6168

Additional tips have been included below.

We thank you for your cooperation and wish you a wonderful journey.

Sincerely,

Viking

VeriFLY Troubleshooting Tips:

- To access the VeriFLY Help Center from within the app, tap on the home menu and then go to settings. Scroll to the Contact Us section at the bottom of the page, where you will find the Help Center

- To change your name, tap on the home menu and then go to settings. Tap your profile name, and select "User Name" under the Profile heading.

- If you make an error in your travel or vaccine details, you cannot edit once submitted. You will need to delete the pass and start over. To delete the pass, navigate to the Home screen and select the pass you want to delete. Select "Manage Trip" and then, tap the three dots in the top right corner of your screen next to "My Trip" and tap "Cancel Trip."

- To remove a companion, select the trip you want to correct. Tap "Manage Checklist" for the companion you want to remove. Tap the three dots in the top right corner of your screen next to "My Trip" and tap "Remove Companion."