



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, all guests must be vaccinated prior to boarding our ships. As such, we will need to verify your COVID-19 vaccination status. To expedite the embarkation process, Viking has partnered with VeriFLY, an independent third-party vendor, to digitally pre-verify your vaccination status through their app.

Please note, some airlines are also using the VeriFLY app. The verification process is separate for each travel carrier. If you have completed the VeriFLY process for your airline, you will need to create a VeriFLY pass for Viking as well.

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	<p><b>Install the Free VeriFLY App</b></p>  <p>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.</p>  
Step 2	<p><b>Create Your VeriFLY Account</b></p> <p>Once you have downloaded the app, tap "Get Started." Select "I Agree" to accept the VeriFLY Terms &amp; Conditions. Enter your first and last name <b>as they appear on your passport</b> and input your email address.</p>
Step 3	<p><b>Finalize Your Account Creation</b></p> <p>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."</p> <p>(Please check your spam folder if you do not see the email in your inbox.)</p>

Step 4	<p><b>Create a Viking Pass</b></p> <p>In the VeriFLY app, go to "My Passes." Select "Browse" in the bottom, right corner and, on the next screen, type "Viking" to search for the pass.</p> <p>Select "A Trip with Viking" and tap on "Add Pass" in the top right corner of the screen. The pass should now be available in "My Passes."</p>
Step 5	<p><b>Add Your Trip</b></p> <p>In "My Passes", select the Viking pass and choose "Add Trip" to enter your trip details.</p> <p>Review and agree to the Health Privacy Policy, Health Data Consent and 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.)</p> <p>Next, enter your trip details and personal information. <b>Note:</b> Your booking number and embarkation date are at the top of this message.</p>
Step 6	<p><b>Input Vaccination Details</b></p> <p>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 final vaccination).</p> <p>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.</p>
Step 7	<p><b>Submit Details</b></p> <p>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.</p> <p>You will receive confirmation, within the app and via email from VeriFLY (within 24 hours), that your vaccination verification is complete.</p>
Step 8	<p><b>Add a Travel Companion</b></p> <p>If applicable, add a travel companion by returning to "My Passes." Select the Viking pass and go to "Manage Trip." Select "Add 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.</p> <p>If preferred, your travel companion can set up their own VeriFLY account.</p>

Step 9	<p><b>Verification Approval</b></p> <p>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.</p> <p>VeriFLY will provide Viking with confirmation of your vaccination approval, which will be transferred to your booking record so you can quickly embark on the day of your cruise.</p>
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VeriFLY will provide Viking with confirmation of your vaccination status, which will be transferred to your booking record so you can quickly embark on the day of your cruise. While your VeriFLY pass will expedite your Viking embarkation, you may need to present proof of vaccination at other points during your trip. Please ensure you carry your original vaccination documentation while traveling.

If you have any questions regarding the VeriFLY process, please contact VeriFLY Customer Support at (833) 586-1605 or [support@myverifly.com](mailto:support@myverifly.com). Many questions may be answered at VeriFLY's online Help Center, viewable [here](#) or accessible from within the app. Additional tips have been included below.

Please note, in addition to verifying your vaccination status through VeriFLY as outlined above, ten days prior to your embarkation you will be asked to complete a pre-boarding health survey. You will be notified by a separate email when the health survey becomes available and directed to [myvikingjourney.com](http://myvikingjourney.com) for completion.

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 your picture in the top right corner and scroll to the "Contact Us" section at the bottom of the page.
- To change your name, tap your profile picture, select "Profile," then "User Name."
- 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 "My Passes," select the pass you want to delete. Then, tap the three dots in the top right corner of your screen and tap "Remove Pass."
- To remove a companion, go to "My Passes," select the trip you want to correct. Tap "View Pass" and swipe left until you find the companion you want to remove. Tap "Complete Checklist to Activate." Tap the three dots in the top right corner of your screen and tap "Remove Companion."