

WEB CHECK-IN

FREQUENTLY ASKED QUESTIONS



FAQS

Q: HOW DOES THE NEW ONLINE CHECK-IN WEB EXPERIENCE BENEFIT OUR GUESTS?

A: The Online Check-In process on Web offers our Guests an improved design and streamlined flow. Guests will be asked to enter fewer data fields and can apply info, like credit card data, to multiple parties on their reservation. These improvements help our Guests move through the check-in process faster and easier.

Q: WHAT IS THE PLAN TO ROLLOUT THE NEW ONLINE CHECK-IN EXPERIENCE ON THE WEB?

A: The Online Check-In process is live on the Royal Caribbean International website and scheduled to launch on the Celebrity Cruises website in late August. Guests sailing on select ships (RCI: Allure, Oasis, Grandeur; CCI: Edge, Equinox, Reflection) will be eligible to check in using this new, simplified process, after signing into their Universal Guest Account. Guests sailing on all other ships will continue to use the existing check-in process. We aim to transition the entire fleet to the new process as soon as possible.

Q: HOW CAN A GUEST ACCESS THE NEW ONLINE CHECK-IN EXPERIENCE ON THE WEB?

A: Guests must first sign into their Universal Guest Account at www.royalcaribbean.com or www.celebritycruises.com. Guests will find their reservations under the "Upcoming Cruises" tab. To start or continue the check in process, Guests will click "Start check in" next to the Reservation for which they want to check-in.

Q: WHEN CAN A GUEST CHECK IN ON THE WEB?

A: Guests can check in on the web from 90 days to 72 hours prior to the sail date. If a Guest misses the check in window, the Guest can check in at the Port.



FAQS

Q: WHO IS ELIGIBLE TO CHECK IN ONLINE?

A: To complete Online Check-in, the logged in user must be at least 18 years of age. Guests under 21 years old must travel with an adult. Guests between the ages of 18 and 20 not traveling with an adult, can complete Online Check-In if they are married or a member of the US military.

Q: WHO CAN CHECK IN A GUEST?

A: Once signed into their Guest Account, Guests can check in any for any Guests on their reservation. They can also link up to five additional reservations to their Guest Account to complete the check-in process for friends or family. When the Guest clicks "Start check in" next to a reservation, they will be taken to the Check-in landing page. Once there, they will see all reservations and guests sailing on the same ship and sail date. All Guests under the Reservation are displayed on the screen and Guests can select any Guest to check in. Guests can add (link) any Reservation to their Guest Account by providing Guest's Last Name, Reservation #, and Date of Birth.

Q: WHAT CAN A GUEST DO IF THE RESERVATION IS LOCKED?

A: Guest will receive a message that a Reservation is locked when another user is accessing the Reservation. This error message also displays if the Online Check-In session was terminated by closing the browser session. A Reservation locked due to the closing of the browser session, will be unlocked in approximately 20 minutes.

Q: HOW CAN A GUEST CHECK IN A MINOR?

A: To check in a minor, the signed in user must link the minor's reservation to their guest account. The Cruise Ticket Contract can be accepted for all Guests being checked in.



FAQS

Q: WHAT LANGUAGES ARE SUPPORTED ON THE NEW ONLINE CHECK-IN PROCESS?

A: For Royal Caribbean Guests - Check in is available in English, Spanish, and Portuguese. Additional languages will be added in the future. To change the language preference, select "My Account" from the top menu and then click on the language that is currently selected. A pop-up window will display allowing the Guest to choose either English, Spanish, or Portuguese.

For Celebrity Cruises Guests – Check in is available in English only.

Q: CAN A GUEST EDIT INFORMATION AFTER CHECK IN IS COMPLETE?

A: Yes, Guests can click "Update check-in" next to the Reservation they'd like to update. They can update Guest Details previously entered. They cannot update fields that have pre-populated from the initial reservation.

Q: WHAT IF THE GUEST ACCOUNT INFORMATION DOES NOT MATCH THE INFORMATION ON CHECK-IN?

A: Online Check in fields will not yet auto-populate with Guest Account data. Some fields will auto-populate with data from E2K (Reservation) and Siebel (Loyalty). When a Guest updates auto-populated fields during the Online Check In process, this data will trigger updates to E2K (Reservation) and Siebel (Loyalty).

Q: WHAT IF A GUEST'S LAST NAME, FIRST NAME, AND MIDDLE NAME APPEAR DIFFERENTLY IN ONLINE CHECK-IN THAN IN TRAVEL DOCUMENTS?

A: For successful check in, the Guest's Last Name, First Name, and Middle Name must be entered exactly how they appear on their travel documents. If they do not match, the Guest must call the contact center to assist with editing these fields in E2K. Changes in E2K will be reflected on the Online Check-In screen after it is refreshed; they will not be reflected in Guest Account.



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Q: CAN A GUEST ENTER THEIR LOYALTY NUMBER DURING CHECK-IN?

A: Yes, the system will validate the number entered is correct by matching the Last Name, First Name, and Middle Name entered during online check-in against the information residing in Siebel.

Q: WHAT FORMAT SHOULD A GUEST USE TO ENTER DATES?

A: MM/DD/YY is the format used for all dates and for all markets.

Q: WHY IS MARITAL STATUS ONLY COLLECTED FOR CERTAIN GUESTS?

A: Guests between 18-20 years old will be asked to provide their Marital Status. In the US, Guests under 21 must travel with an adult unless they are 18-20 years old and married. If non-US, Guests under 18 must travel with an adult. Guests 18-20 years old can travel without an adult and don't need to be married. However, they are not eligible for Online Check-In and will need to check in at the port.

Q: IS TRAVEL DOCUMENT INFORMATION VALIDATED?

A: The drop-down menu for "Document Type" is dynamically populated based on Guest's Citizenship and Itinerary.

Q: IS PHONE NUMBER VALIDATED?

A: Phone number fields accept numbers, spaces, dashes, and plus sign. Phone number is not validated against anything else.

Q: IS PROVIDING A PHOTO MANDATORY DURING ONLINE CHECK-IN?

A: No, Guests will choose whether or not to provide a photo during Online Check-In. The option to provide a photo is only available for Smart Ships. The photo is used for the SeaPass card and for security purposes on board. If Guests sailing on a Smart Ship does not provide a photo during Online Check-In, they will need to take a photo at port before boarding the ship.



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Q: IS A GUEST REQUIRED TO SET UP AN ONBOARD EXPENSE ACCOUNT DURING CHECK IN?

A: Yes, all purchases and services must be paid for using an onboard expense account. Each Guest must select one of the following options: Credit Card, Cash, or No Charging Privileges. A single account may be used for everyone in a group or a separate payment method can be set up for each individual. A Guest is able to enter a credit card and grant access for multiple guests to use that card. A user is able to switch between credit card, cash, and No Charging Privileges. If Credit Card option is selected, Guests will enter the full credit card number if they are sailing in Smart Ships, otherwise, Guests will enter the 4-digit credit card number.

Q: CAN A GUEST OPT IN TO A CREDIT CARD CURRENCY CONVERSION PROGRAM DURING CHECK IN?

A: No. Onboard Guests may visit the Guest Services / Guest Relations to opt in to a credit card currency conversion program.

Q: CAN GUESTS SELECT AN ARRIVAL TIME DURING CHECK IN?

A: If Guest is sailing on a smart ship, Guest can select an arrival time. All Guests being checked in on the same online session, would have the same arrival time. Guests can still select different arrival appointments for different people, but that needs to be done through multiple online check-in sessions.

Q: CAN A GUEST POSTPONE CHECK IN?

A: Yes, Guests will be able to postpone the check in for any guest. A postponed guest can be checked in at a later time. [[[Needs additional context – why would they want to postpone? Suggests its as lengthy as it is today?]]]



FAQS

Q: CAN A GUEST ACCEPT THE CRUISE TICKET CONTRACT FOR ANYONE ON LINKED RESERVATIONS?

A: Yes, a Guest can accept the Cruise Ticket Contract for any other Guest(s) on a reservation linked to their account.

Q: IS A GUEST REQUIRED TO PRINT THEIR SETSAIL/XPRESS PASS?

A: Guests can access a digital SetSail/Xpress pass via the app (only for eligible ships: AL, SY, EN, SR, MA) and do not need to print. If the app and SetSail/Xpress pass are not available for their sailing, the guest should print the SetSail/Xpress Pass from the web.

