

# CANCELLED SAILINGS FAQS

## **1. Why has Royal Caribbean Cruises Ltd suspended all operations through June 11, 2020?**

In accordance with guidance provided from the Center for Disease Control & Prevention (CDC), Royal Caribbean Cruises Ltd will suspend all cruise operations through June 11, 2020, as we work together to contain the further spreading of the Coronavirus (COVID-19) illness. Health and safety remain our utmost priorities during this unprecedented time.

## **2. While the ships pause from normal cruise operations, where will they be located?**

Each ship has activated their own, unique plan to withstand the time out-of-service and to prepare for the day when we are able to welcome you and your clients back onboard.

## **3. I recently cancelled my client's cruise due to concerns around COVID-19 and received 100% Future Cruise Credit. Can I switch to the higher value Future Cruise Credit?**

Our Cruise with Confidence policy launched on March 6, 2020 and granted your client the flexibility to wait until 48-hours prior to the sail date to cancel. With this policy, the option to sail was still available, which is why a 100% Future Cruise Credit value was offered to those guests who preferred to cancel. Given the recent sailing suspension announcements, guests that previously decided to wait-it-out now have no option to sail, which is why a higher FCC value of 125% was provided. As a result, we will be upholding the FCC offer that was available at the time of the cancellation.

## **4. If my client prefers a refund over a Future Cruise Credit, is this an option?**

If a full refund is preferred, we're happy to process this request for your client. Should your client wish to decline the higher value 125% Future Cruise Credit and receive a lower value 100% refund of their cruise fare, please access the new "Cancellation Form" on CruisingPower.com under "Brand Programs & News". Upon processing the refund and reimbursing the original form of payment, the Future Cruise Credit will be deactivated. No need to decide now – refund requests are available as follows:

- Suspended Sailings departing on-or-before May 11, 2020: Refunds must be requested on-or-before December 31, 2021 and will be processed approximately 30 days after the request is submitted.
- Suspended Sailings departing between May 12 – June 11, 2020: Refunds must be requested on-or-before December 31, 2020 and will be processed approximately 45 days after the request is submitted.

*\*High volume has impacted our refund timeline, which has now pushed the estimate from 30-days to 45-days after the refund request is submitted.*

## **5. What if my client has incurred extra expenses such as air change fees or hotel fees as a result of these cancellations?**

If your client booked refundable air or hotel accommodations through Royal Caribbean, we have it covered. If your client booked non-refundable air through Royal Caribbean or reserved hotel or air accommodations on their own, please reach out to the airline carrier, tour operator, or hotel supplier/chain directly to discuss options.

## **6. Can guests within the same stateroom select different compensation options?**

All guests sharing a stateroom must agree to the same compensation offer.

## **7. How quickly will my client receive the Future Cruise Credit in order to secure their next cruise vacation?**

Future Cruise Credits are being created as quickly as possible; however, due to the influx in volume, we are experiencing delays in the normal production timeline. The delivery of FCC can be expected as follows:

- Sailings on-or-before April 10, 2020: FCCs can be expected via email no later than April 13, 2020
- Sailings between April 11 -May 11, 2020: FCCs can be expected via email no later than April 30, 2020
- Sailings between May 12 – June 11, 2020: FCCs can be expected via email no later than May 22, 2020

## **8. Will my client's Future Cruise Credit be sent directly to him/her? If so, how will travel partners be notified?**

All Future Cruise Credits will be sent directly to the impacted guest, with the associated travel partner in copy.

## **9. How is my client's Future Cruise Credit calculated?**

The FCC compensation amount for impacted sailings is based on the total cruise fare paid at the guest-level and is exclusive of taxes, fees, and prepaid gratuities, which will be refunded to the original form of payment.

## **10. My client isn't interested in cancelling and simply wishes to change the ship and sail date. Is this an option?**

We are excited that your client is ready to secure a new ship and sailing date. For an elevated offer, encourage him/ her to take advantage of the 125% Future Cruise Certificate. In order to do this, it's required that we cancel the reservation and issue an FCC. Thereafter, simply rebook your client on the desired future ship and sail date, apply the FCC once received, and then pay any remaining balance due.

## **11. When can my client expect to be refunded for all pre-cruise purchases, such as shore excursions, specialty dining, beverage package, and other add-ons?**

- For sailings departing on-or-before April 10, 2020, once the reservation is cancelled, refunds can be expected within 30 days.
- For sailings departing April 11 – May 11, 2020, guests had the option to select a 125% onboard credit to be used on a future sailing, in lieu of a refund. This option was available, if desired, through April 8, 2020, and has since expired. The fulfillment of both options is currently underway and can be expected within 30 days of request date.
- For sailings departing May 12 – June 11, 2020, guests can elect to convert their purchases into an onboard credit (OBC) valued at 125% of the amount paid via the Cruise Planner tool. Guests and/or travel partners must opt-in to take advantage of this option on-or-before Monday, May 4, 2020 – at which time the offer will expire. Thereafter, all guests who did not opt-in for the elevated OBC will automatically receive a refund to the original form of payment. Please allow 45 days for processing. This offer is applicable to individual reservations, as well as individuals within a Group.

*\*High volume has impacted our refund timeline, which has now pushed the estimate from 30-days to 45-days after the refund request is submitted.*

## **12. Will travel partner commissions be protected?**

We know how hard you work for your clients and we want to make sure you are compensated accordingly. For this reason, base commissions will be protected on cancelled reservations paid-in-full, as well as the future reservation where the correlating FCC is redeemed. Please note that FCC commission earnings are payable only on sailed reservations.

*\*Additionally, conditions may vary if booked through a Tour Operator. It's recommended that you reach out to the individual Tour Operator for applicable terms.*

**13. During the latest announcement of suspended sailings, the applicable sailing window for Future Cruise Credit usage was stretched to April 30, 2022. Does this apply to earlier sailings that were suspended?**

Yes, all FCCs generated as a result of the pause in operation are applicable on sailings departing on-or-before April 30, 2022, regardless of when the sailing suspension occurred.

**14. The final payment date for my client's cruise is during the period when operations have been suspended. Will the final payment date be adjusted?**

Shoreside operations will continue and, therefore, payment deadlines will not change.

**15. My client purchased travel protection through Royal Caribbean Cruises Ltd. Will the cost of it be refunded?**

Yes, the full cost of the travel protection purchase will be refunded back to the original form of payment.

**16. Are group bookings, including incentive and contracted business, eligible for this compensation offer?**

Yes, group bookings are eligible and follow the same guidance.

**17. Will my group's earned Tour Conductors be protected?**

Tour conductor credits are protected inside 100% penalty.

**18. What if my client used a Future Cruise Credit to pay for their cancelled cruise?**

If a Future Cruise Credit was leveraged to pay for a reservation now impacted by the global sailing suspension, we are making it easy for your client by combining all funds into one voucher. The value of the original FCC will now be added to the new FCC at 100% of its original value, plus 125% of any amount paid by the guest on the cancelled sailing.

Regardless of the original FCC's expiration date, the new FCC is valid through December 31, 2021, at which time all unused funds will expire.

Should your client prefer a refund, we are happy to process this request for any funds paid over-and-above the original FCC value, plus reissuance of the original FCC.

**19. Are Future Cruise Credits applicable to existing bookings or do only new reservations qualify?**

Future Cruise Credits should be used on new bookings; however, we understand that your client may have an existing booking with the deposit paid in anticipation for the certificate amount. Your clients can opt to apply the FCC amount to cover any amount due towards the cruise fare on the booking. Please note that FCCs do not cover taxes & fees or other booking components - such as prepaid gratuities or transfers. Should the value of the FCC be greater than the balance owed, the variance will be reissued in the form of a Future Cruise Credit.

**20. Can my client use more than one Future Cruise Credit to pay for his/her cruise fare?**

At this time, only one FCC can be applied to each guest in a reservation. Future Cruise Credits are not stackable.

**21. Is my client able to redeem his/her Future Cruise Credit on a holiday sailing?**

Absolutely! FCCs administered due to the global sailing suspension are applicable to holiday departures.

**22. Are Future Cruise Credits interchangeable between brands?**

Future Cruise Credits acquired as a result of our suspended sailings are brand-specific and can only be redeemed on the brand where the cancellation occurred.

**23. After my client receives the 125% Future Cruise Credit, can they change their mind and opt for a 100% refund instead?**

Yes, refunds can be requested as follows:

- Suspended Sailings departing on-or-before May 11, 2020: Refunds must be requested on-or-before December 31, 2021 and will be processed approximately 30 days after the request is submitted.
- Suspended Sailings departing between May 12 – June 11, 2020: Refunds must be requested on-or-before December 31, 2020 and will be processed approximately 45 days after the request is submitted.

Upon processing the refund and reimbursing the original form of payment, the Future Cruise Credit will be deactivated.

*\*High volume has impacted our refund timeline, which has now pushed the estimate from 30-days to 45-days after the refund request is submitted.*

#### **24. If my client chooses a refund and then wishes to take advantage of the 125% Future Cruise Credit instead, is this feasible?**

Yes, if the refund has not yet been processed, the compensation offer can revert back to a Future Cruise Credit.

#### **25. As my client awaits the delivery of their Future Cruise Credit, how do I ensure that their new reservations are secure and don't cancel?**

Option dates, specifically for individual reservations, will be automatically extended to May 31, 2020, for bookings made on-or-after March 18, 2020, specifically for guests awaiting the issuance of a Cruise with Confidence or Global Sailing Suspension FCC. This process can take up to 48-hours to reflect systematically but, don't worry, we have it covered! In addition, for individual reservations, final payment date can be extended no longer than 7 days for those guests awaiting the delivery of FCCs.

#### **26. Can Future Cruise Credits be used to pay for the deposit owed on my client's reservation?**

A Global Sailing Suspension FCC cannot be used to simply pay for the cruise deposit. However, if the gross cruise fare is less than the amount of the FCC, no payment would be required other than the amount due for taxes and fees. If the FCC does not cover the gross cruise fare, the guest will be required to pay either the balance due, or the deposit amount, whichever is lower. Guests awaiting the delivery of their FCC can take advantage of the automatic option extension to May 31, 2020, at which time the FCC must be applied.

#### **27. My client paid their cruise deposit with a personal credit card while awaiting the delivery of their Future Cruise Credit. Upon redemption of the FCC, can their deposit be refunded?**

The value of the FCC will be applied to the cruise fare owed, while the deposit paid via credit card will then be reallocated towards the amount owed for taxes & fees. Any monetary overage can then be applied to the purchase of pre-paid gratuities, transfers, and more. Currently, refunds will not be administered in this scenario and remaining balances will be issued in the form of a Future Cruise Credit.

#### **28. Can my client choose to carry promotional amenities or value adds from their cancelled reservation to their future booking?**

At time of cancellation, all promotional offers, amenities, and value adds are removed and will not carry-over to future reservations. Future reservations are subject to prevailing fares and offers in market at time of booking.

#### **29. What will happen to my client's onboard credit, now that their sailing is cancelled?**

Any CEL Future Cruise / RCI Next Cruise / AZA Cruise Again onboard credits will be re-applied to your client's future reservation. Additionally, if your client has an onboard credit as a result of a redeployment, charter, or other goodwill gesture, it can carry over to their future reservation; however, if your client cancels, the onboard credit will be forfeited. Any promotional onboard credit will not be protected; Upon rebooking, your clients can take advantage of the promotional offer available in market at that time.

#### **30. Will my client earn Crown & Anchor/Captain's Club points on the cancelled sailing?**

Crown & Anchor/Captain's Club points will be earned on the sailed reservation(s), not on the cancelled booking.

**31. If my client has a unique scenario, specifically related to the redemption of their Future Cruise Credit, is there a process that I should follow to assist in servicing such requests?**

We understand that there may be one-off scenarios that need special attention or unique consideration. Most of these situations can be addressed by our contact center team members as they have been trained accordingly.

**125% ONBOARD CREDIT: SAILINGS FROM MAY 12-JUNE 11**

**AVAILABLE THROUGH May 4, 2020**

**32. What if my client used an Onboard Credit to pay for Pre-Cruise purchases and wants to opt-in for the 125% OBC offer?**

Your clients will receive the offer only for the amount paid, not for the portion paid via an onboard credit.

**33. Once the 125% Onboard Credit offer is applied to a new booking, is it refundable?**

Once the onboard credit is applied to a new booking, it has no cash value and is not refundable. Once onboard, any amount unused during the voyage will not be refunded at the end of the voyage

**34. Once the 125% Onboard Credit offer is applied to a new booking, will it be available for use prior to sailing or only once onboard?**

The onboard credit will be available for both pre-cruise purchases and onboard purchases.

**35. Can my client change his/her mind later and opt-in for the 125% OBC Offer?**

This offer is available only through May 4, 2020; therefore, your client must opt-in by this date or an automatic refund of the pre-cruise purchases will be issued.

**36. How is the value being calculated for my client's 125% Onboard Credit?**

The new Onboard Credit is based on the amount paid, excluding any previously applied Onboard Credits, and will be based on a per person value.

**37. When does the new Onboard Credit expire?**

Guests have until May 4, 2020 to opt-in for the Onboard Credit. Once it is issued, the credit will be valid for use on sailings on or before April 30, 2022.

**38. Does the Onboard Credit have to be used on the same future sailing as the Future Cruise Certificate?**

No, your client can use their Future Cruise Credit on one sailing and their Onboard Credit on another.