

GUARANTEE YOUR CLIENTS THE LOWEST AIRFARES



This is your clients' ticket to the world. It's soaring toward adventure with our Air2Sea program — and getting your clients the lowest airfares and arrival to their ship guaranteed. Plus the freedom to choose their preferred carriers. The peace of mind that comes with a simple and easy reservation process. And air travel experts offering support 24/7. Let Air2Sea connect your clients to the biggest and boldest adventures.



To learn more about our Air2Sea program,
visit LoyalToYouAlways.com/Marketing



*For full Air2Sea program details and restrictions, visit www.loyaltoyoualways.com/marketing. The Air2Sea air travel program (previously "ChoiceAir") is available to residents of the U.S. and Canada. A non-refundable service fee applies per guest. Lowest airfare guarantee restrictions apply. Royal Caribbean reserves the right to modify or discontinue any aspect of the program or to restrict its availability to any person, at any time, for any reason, and without prior notice or liability to your client. Void where prohibited by law. ©2020 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas. 17054737 • 2/1/2019

AIR2SEA Frequently Asked Questions

Q: What is Air2Sea?

A: Air2Sea is the name of Royal Caribbean's air program, replacing ChoiceAir. It provides you and your clients with the option to purchase air accommodations via our interactive website. Our website, RoyalCaribbean.com/Air2Sea, offers an easy, seamless & worry-free way to purchase flights in conjunction with your cruise reservation. With Air2Sea you select the airline, schedule and price that works best for your clients!

Q: How do I use Air2Sea?

A: You can confirm your air reservation by visiting our website at RoyalCaribbean.com/Air2Sea or by contacting any of our professional specialists @ 1-800-533-7803 or 305-539-6000, 24 hours a day/7 days a week.

Q: Why choose Air2Sea?

A: Air2Sea provides premium benefits that give your clients everything they want in airfare. It provides the best value, the assurance that the selected flights will get your client's to the ship on time, the flights will be easy to reserve, the flexibility to choose your airline and flights, and the assurance that a round-the-clock support specialist is available throughout your client's travel.

Q: What are the hours of support?

A: Air2Sea specialists are available to service your needs 24 hours a day, 7 days a week.

Q: Can I request my client's airline seats?

A: Yes, you can request seat assignments in instances where the airline makes them available to us. Most air carriers charge a fee for early seat assignment requests and when this occurs your client's will be instructed to contact the airline directly to confirm their seating.

Q: My client is travelling with an infant, do they need a ticket?

A: When travelling with an infant who is sitting on someone's lap (a child under 2) internationally, you must contact the support desk to confirm their reservation. If you are travelling domestically, you should contact the carrier to advise that your client will be travelling with an infant. If your client wants their infant to have their own seat, a full fare additional seat must be purchased for the infant.

Q: Are my clients able to check in for their flights online?

A: Check-in guidelines are determined by the operating carrier for their flights. Your clients can visit the airline's website to check-in usually within 24 hours prior to flight time. To check-in online your clients will need the airline confirmation number which is usually displayed in the upper right hand corner of your Air2Sea confirmation.



AIR2SEA Pricing and Fees

Q: Is there a fee to use Air2Sea?

A: Yes, there is nominal service fee to use Air2Sea. Royal Caribbean International charges a service fee of \$15 per person for travel within North America, and Canada, and \$25 per person for International destinations. Please visit RoyalCaribbean.com/Air2Sea or speak with one of our Air2Sea specialists for the most updated information.

Q: What type of airfares do you offer?

A: Air2Sea offers some of the most competitive refundable with fee, or non-refundable rates for economy, first or business class (where applicable) travel.

Q: What happens if I find a cheaper fare somewhere else?

A: Confirmed Air2Sea reservations are backed by our "Low Fare Guarantee." We are confident that our fares are the lowest available however, if your clients are able to find a lower fare on any website for the same flights, class of service etc. we will provide your client with an onboard credit worth 110% of the fare difference. Additional restrictions may apply. Please visit RoyalCaribbean.com/Air2Sea for complete details regarding the Low Fare Guarantee.

AIR2SEA Changes

Q: Can my clients change their flights?

A: Changes to your client's itinerary can be made, however, these changes are subject to any applicable airline penalties and fees.

Q: Can my clients cancel their flight?

A: Yes, your client's can cancel their flight. Cancellation penalties vary based on the type of ticket that was purchased. Non-refundable tickets will not provide a refund, however, some airlines will issue a credit for the value of the air ticket valid for one year from the date of issue. Additional fees and penalties will apply at the time of re-use. If your client's have purchased a refundable ticket, cancellations are subject to a fee with the balance refunded to the last form of payment used on their cruise reservation.

Q: What is your refund policy?

A: One of the options available with Air2Sea are refundable tickets. These tickets are less restrictive than non-refundable tickets and allow your client's to cancel, pay a fee and receive a refund for any value over and above the fee.

Q: Why were my client's flights changed?

A: Occasionally, our airline partners' make changes to the times that flights operate; the type of aircraft; or even the city that flights originate from. When this happens, we will work with the airline to get your clients re-accommodated, ensuring their arrival to their cruise vacation.

Q: What happens when my client's flight is delayed?

A: Assured Arrival is our guarantee to assist our Air2Sea guests when they encounter any flight disruptions that occur through no fault of their own. We have a team of Emergency Travel Specialists standing by that proactively monitor flights and act as a liaison between our ships and our guests. This team is available to assist you and your clients 24/7 @ 800-256-6649 (domestically) or 305-539-4107 (internationally).

