



## CROWN & ANCHOR® SOCIETY ULTIMATE VALUE BOOKLET

As Crown & Anchor® Society members, your clients are entitled to special onboard offers via the exclusive Ultimate Value Booklets, making cruising with Royal Caribbean even more rewarding.

As of October 1, 2013, your clients will receive these special offers electronically via their SeaPass® card on the following ships: Freedom, Jewel, Oasis, Allure, Navigator, Liberty and Explorer of the Seas®. The remainder of the fleet will be updated over the next several months.

### FREQUENTLY ASKED QUESTIONS

**Q. Where can my clients find a list of all of their offers according to their tier?**

**A.** A full list of your clients' benefits onboard their cruise can be found on the back of the welcome letter delivered to their stateroom on Day 1 of the cruise. In addition, they can find a balance of offers via iTV in their stateroom (OA and AL only).

**Q. What if my clients' welcome letter is not delivered to their stateroom on Day 1?**

**A.** Your clients' offers will still be loaded onto their Seapass card on Day 1 of their sailing. For their welcome letter, please have them contact the Loyalty & Cruise Sales manager to advise that they did not receive it.

**Q. What if their cruise is interporting? Do they still receive the same benefits?**

**A.** Yes. All offers will be loaded onto their Seapass card when they board on the cruise. They will expire when your clients depart the ship.

**Q. When do these offers expire?**

**A.** Offers, according to what member tier your clients are in, will be loaded onto their individual Seapass card on Day 1 of the cruise. These offers expire when the cruise ends. Offers do not carry over to the next cruise.

**Q. What happens to my clients' offers if they are traveling consecutive on a cruise for multiple voyages?**

**A.** A new set of offers will be loaded onto their Seapass card on Day 1 of the next voyage. Offers do not carry over to the next sailing even if they are a consecutive cruiser.

**Q. Can my clients still use their paper coupons?**

**A.** The paperless program will be rolling out to the fleet over the next several months. Once a ship transitions to the new electronic format, paper coupons will not be accepted.

**Q. What about youth Crown & Anchor Members?**

**A.** All offers will be applied to the SeaPass card, including youth members. In order for a child to redeem their offers, their card must be activated.

