



FAQs

1. Why was the decision made to increase gratuities?

Royal Caribbean is constantly reviewing our competitive environment and this adjustment positions us in-line with our competitors. The additional gratuity collected will be disbursed to our onboard crew.

2. When will the gratuity increase take effect?

For new reservations, the adjusted gratuity amounts are effective as of January 2nd, 2018. Guests who booked prior to January 2nd, 2018 can opt to prepay gratuities prior to sailing to take advantage of the current rates. After January 2nd, 2018, regardless of when the booking was created, gratuities paid while onboard are subject to the new, increased rates.

3. What changes can be expected as a result of Royal Caribbean's decision to increase suggested gratuity guidelines?

The suggested daily gratuity rate will increase by \$1.00 per guest, per day. For standard inventory, new gratuity guidelines will increase from \$13.50 to \$14.50 per guest per day, while Suites will change from \$16.50 to \$17.50 per guest per day. Standard inventory is defined as Junior Suite, Balcony, Ocean View, and Interior staterooms; while Suites are inclusive of Grand Suites and above.

4. If my clients booked prior to the announcement of the gratuity increase, but did not opt to prepay gratuities, do the new guidelines apply to my clients?

Pre-existing bookings confirmed prior to January 2nd, 2018 will not be subject to the increased guidelines as long as gratuities are paid in advance of sailing. Should guests opt not to pay gratuities until onboard, they will be subject to the newly suggested gratuity amounts.

5. Do the adjusted gratuities apply to both group and individual reservations?

Yes, regardless of reservation type, all guests are subject to the new suggested gratuity amounts.



6. Will groups booked prior to the effective date of January 2nd, 2018 be protected?

All named group bookings confirmed prior to January 2nd, 2018 are eligible for the lower gratuity amounts when opting to prepay at any point prior to sailing. Newly suggested gratuity amounts apply to all group bookings named on-or-after January 2nd, 2018, regardless of when the group shell was held. Contracted group space will be subject to the terms of the agreed upon contract.

7. Will prepaid gratuity amounts be protected for individual bookings transferring into an existing group, regardless of transfer date?

Yes, when transferring an individual booking into a group, previously confirmed gratuity amounts will remain unchanged.

8. Are gratuities automatically added to a booking?

No, gratuities are not automatically added at time of booking; however, if not prepaid prior to the sailing, gratuities will be automatically charged to the guests' folios once onboard.

9. How can my clients prepay gratuities?

For your convenience, as well as that of your client, you may add pre-paid gratuities to your client's booking prior to sailing through the Espresso booking tool. If gratuities are not prepaid prior to sailing, they will be automatically added to the guests' folios once onboard.

10. Are all guests required to pay gratuities?

Gratuities are at the discretion of each guest. Such guidelines serve as a recommendation to assist guests in expressing their gratitude for the outstanding service experienced during their cruise vacation. The daily gratuity is shared among dining, bar & culinary services staff, stateroom attendants and other hotel services teams. For guests' convenience, Royal Caribbean automatically registers the suggested daily gratuity amount to guests' folio accounts; though guests are free to alter the amount with the onboard Guest Services team. We hope guests find these suggested amounts to be an accurate reflection of their satisfaction and are grateful for their generous recognition of the Royal Caribbean staff.

11. Should additional questions arise related to this update, who should I contact?

Your questions can easily be addressed with your local Strategic Account Manager or by contacting our Trade Support and Service contact center team. Also, be sure to reference supporting materials posted on www.CruisingPower.com.

