

CRUISE WITH CONFIDENCE FAQs

Updated July 22, 2020

1. What is Royal Caribbean's "Cruise with Confidence" program? And what recent changes have occurred?

Originally announced on March 6, 2020, Royal Caribbean's "Cruise with Confidence" program provides your clients with the reassurance necessary to confidently book a cruise during these uncertain times. The unique options are guaranteed to fit your client's specific needs - And, now, your clients have until September 30, 2020 to take advantage! For eligibility, reservations must be an active booking (not previously cancelled) with no other cancellation offers previously accepted.

- **Cancellation Flexibility:** Should your clients change their minds, Cruise with Confidence offers the flexibility to cancel up to 48-hours prior to the sail date in exchange for a 100% Future Cruise Credit. Cruise with Confidence is applicable to guests booked on-or-before September 30, 2020 on sailings departing through April 2022 (all open deployment as of July 22, 2020).
- **Lift & Shift:** This option is ideal for those guests simply wishing to move their vacation plans to next year. Eligible between now and September 30, 2020, guests can protect their original cruise fare and promotional offering simply by shifting to a future sailing on the same itinerary type, sailing length, stateroom category, and within the same 4-week period of their original cruise date same-time-next-year.
- **Best Price Guarantee:** Stick with us and your client is eligible to take advantage of our Best Price Guarantee policy up to 48-hours prior to their cruise vacation start date, ensuring they secure the best rate. Price variances will result in a rate adjustment if requested outside of final payment or an onboard credit when inside final payment period.

If desired, guests wishing to cancel prior to final payment can absolutely do so for a full refund of all monies paid to-date, and all nonrefundable deposits returned in the form of a Future Cruise Credit. After final payment, the standard cancellation penalties apply for those guests not interested in taking advantage of the Cruise with Confidence policy.

2. Do all sailings qualify for "Cruise with Confidence"?

Royal Caribbean's Cruise with Confidence policy includes all sailings through April 2022 (excluding Chartered sailings) for those guests booked on-or-before September 30, 2020.

3. What is the process for cancelling or re-accommodating my clients?

When choosing the Future Cruise Credit:

- Please submit the booking details via the digital "Cruise with Confidence/Cancel My Cruise" form located on CruisingPower.com under Brand Programs & News and we'll take it from there - ensuring the Future Cruise Credit is processed for your clients and the commission earnings protected for you! Please be advised that all guests in the stateroom must opt for the FCC in order to qualify.

When wishing to move to a future sailing via Lift & Shift:

- Recent enhancements to CruisingPower now support the ability to Lift & Shift your client's reservation to next year! Simply sign-in to CruisingPower.com, click on "Brand Programs & News / Cruise with Confidence" and follow the simple steps to Lift & Shift. As always, if you'd prefer to give us a call for assistance, our Trade Support & Service team is available to help!

When a better price is available in-market:

- Outside Final Payment: Simply leverage your preferred booking engine to adjust to the better rate. The rate adjustment will reflect automatically.
- Inside Final Payment: Our contact center team is happy to assist – please give us a call and we'll provide the rate differential to your client in the form of a non-refundable onboard credit.

When opting to cancel for a refund:

- If your client does not wish to take advantage of Cruise with Confidence, please use your preferred automation tool to cancel the reservation. Standard cancellation policies will apply.

4. Where can I locate the Cruise with Confidence digital form?

The form can be found on CruisingPower.com under Brand Programs & News/ Cruise with Confidence/ Cancel My Cruise . For further assistance, our Trade Support & Service team is happy to take your calls at 1-800-327- 2056. We appreciate your patience as longer-than-normal hold times may exist.

5. Will Travel Partner commission be protected?

When choosing the Future Cruise Credit:

- Yes, travel partner commission will be protected on both the cancelled booking and the future reservation where the correlating Future Cruise Credit is applied. Please note that commission protection will only occur on cancelled reservations that are paid in full and fall within the final payment window. If a guest misses the cancellation deadline of 48-hours prior to the sail date and requests a late cancellation, full penalties will be assessed, and commission will be protected. 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.*

When wishing to move to a future sailing (Lift & Shift):

- Commission will be paid on the sailed booking. If already disbursed on the current reservation, the commission payout will follow through to the future booking. Commission earnings are based on the final cruise fare paid for the sailed reservation.

When a better price is available in-market (Best Price Guarantee):

- Outside Final Payment: Normal policy applies – Commission will be paid on the earned, commissionable amount once the individual reservation is paid-in-full.
- Inside Final Payment: Commission will be protected and will not be impacted by price adjustments converted into an onboard credit.

When opting to cancel for a refund:

- Standard cancellation policies apply; Commission is protected only under 100% penalty.

6. What will happen to my client's NextCruise onboard credit if he/she chooses to cancel?

When choosing Cruise with Confidence, NextCruise onboard credits will be reallocated to your client's future booking. Additionally, if your client has received onboard credit as a result of a redeployment, charter, or other goodwill gesture, it will also follow them to the new reservation. If your client chooses to cancel without opting for Cruise with Confidence, the onboard credit will be forfeited.

7. Do the same parameters apply to both Group and Individual reservations?

At this time, named and deposited Group and Individual reservations confirmed on-or-before September 30, 2020 qualify for the same "Cruise with Confidence" guidelines. Contracted group eligibility may vary, and, at this time, chartered sailings do not apply.

8. If my group shell is blocked prior to September 30, 2020, does the entire group now qualify for Cruise with Confidence, regardless of when names are entered?

For Cruise with Confidence eligibility, bookings within a group must be named and deposited on- or- before September 30, 2020 to qualify. Unnamed group shells do not apply.

9. What happens if one guest in a double stateroom wishes to cancel, while the other guest prefers to sail?

Outside Final Payment: Upon cancelling one guest from the reservation, pricing will be adjusted to reflect the current single supplement fare for the guest still wishing to sail.

Inside Final payment: If the guest elects to cancel in exchange for a Cruise with Confidence 100% Future Cruise Credit, the single-traveler's fare will remain unchanged.

10. Will my client's air change fees be protected?

If your client booked refundable air accommodations through Royal Caribbean, change fees may be incurred and are the guest's responsibility. If your client selected a non-refundable air option through Royal Caribbean or air accommodations on their own, please reach out to the air carrier directly for further assistance.

11. Will a refund be administered for hotels and transfer purchases?

When electing for a Future Cruise Credit:

- If your client purchased hotel accommodations or transfers with Royal Caribbean, all charges will be automatically refunded. Purchases outside of Royal Caribbean will need to be addressed directly with the supplier.

When opting to Lift & Shift:

- If your client purchased hotel accommodations or transfers with Royal Caribbean, these will be removed during the re-accommodation process, but can be re-added, if desired, once confirmed on the future ship/sailing of choice at prevailing rates. Purchases outside of Royal Caribbean will need to be addressed directly with the supplier.

12. Upon cancellation, will my client be credited for any pre-cruise purchases, such as beverage packages, shore excursions, etc.?

Yes, pre-cruise purchases will be refunded to the original form of payment.

13. Do standard Final Payment timelines still apply?

Yes, full payment is still required at 75 days-to-sailing for departures 1-4 nights in length and 90 days-to-sailing for 5+ nights.

14. Do all rate codes qualify for Cruise with Confidence?

When opting for the Future Cruise Credit, all rate codes apply, with no restrictions. Select restricted rates are ineligible for Lift & Shift and Best Price Guarantee - including but not limited to Net rates, Casino rates, Travel Agent Friends & Family rates, Travel Agent Reduced rates, and complimentary staterooms.

15. How are Non-Refundable Deposit bookings impacted by Cruise with Confidence?

Non-Refundable Deposit bookings are eligible for Cruise with Confidence and follow the same guidelines. Prior to the Final Payment deadline, Non-Refundable Deposit bookings wishing to change to a future, qualifying ship and sail date can do so with no fee assessed if the booking is re-accommodated on-or-before September 30, 2020. Beginning on-or-after October 1, 2020, standard policies apply.

16. To qualify for the Cruise with Confidence policy, what is the last day that my client can cancel? The Cruise with Confidence policy applies to all guests wishing to cancel up until 48-hours prior to their date of cruise departure. Please reference the chart below for further clarity.

Sailing Departure Day	Last Day to Cancel
Sunday	Thursday
Monday	Friday
Tuesday	Saturday
Wednesday	Sunday
Thursday	Monday
Friday	Tuesday
Saturday	Wednesday

17. Will earned Tour Conductors be protected?

Under the Cruise with Confidence program, group TCs will be protected, though the minimum required stateroom counts are still required to qualify.

18. If my client purchased Royal Caribbean's Travel Protection program, how is it impacted when my client opts for Cruise with Confidence?

Under our Cruise with Confidence policy, the purchase of a Travel Protection program is non-refundable; however, when opting to Lift & Shift, it will carry through to your client's future reservation. If Lift & Shift is not desired, your client can choose to make a claim with AON, though once the claim is accepted, they will not be eligible to take advantage of the Cruise with Confidence policy – therefore forfeiting their FCC in place of the related insurance refund.

FUTURE CRUISE CREDITS:

19. Assuming my client opts for a Future Cruise Credit, what is the redemption deadline?

Cruise with Confidence FCCs expire on December 31, 2021 or 12 months from the cancellation date, whichever is further out.

20. How is the value of my client's Future Cruise Credit determined?

Your client's Future Cruise Credit will be reflective of the Cruise fare (Cruise + Non-commissionable Cruise Fare) amount paid, less taxes & fees. Air, pre/post hotels, transfers, prepaid gratuities, and taxes/fees will be refunded to

the original form of payment.

21. What happens if there is a difference in cruise fare between the Future Cruise Credit issued for my client's cancellation and what they would like to book next?

If the cruise fare on your client's new booking exceeds the Future Cruise Credit's value, your client will be responsible for the difference. Alternatively, if the new cruise fare is lower than the Future Cruise Credit's value, a new Future Cruise Credit will be issued for the balance, opening yet another great opportunity to cruise with us again!

22. Are Future Cruise Credits interchangeable between brands?

Future Cruise Credits acquired through our "Cruise with Confidence" policy are brand-specific and can only be redeemed on the brand where the cancellation occurred.

23. 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; Associated travel partners will be notified accordingly.

24. What if my client used a Future Cruise Credit to pay for their existing cruise and now wishes to cancel under "Cruise with Confidence" terms?

If a Future Cruise Credit was leveraged to pay for either all or a portion of the existing reservation, upon cancelling, the original FCC will be reissued at 100% of the amount redeemed on the cancelled reservation. The expiration date of the reissued FCC will reflect that of the original certificate or will be set 12-months from the cancellation date, whichever is further out.

25. Are there any ships/sailings where the Cruise with Confidence Future Cruise Credit is ineligible?

Cruise with Confidence FCCs are applicable for use on any sailing departing on-or-before the noted expiration date of the certificate. Future Cruise Credits cannot be redeemed on the sailing where it was previously issued; only future sail dates qualify for FCC redemption.

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

Absolutely! FCCs administered as a result of Cruise with Confidence are applicable to holiday departures.

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

Yes - as long as the value of the Future Cruise Credit covers the full deposit amount, no additional funds will be owed until Final Payment, at which time any cruise fare balance and taxes/fees will be required. If the value of the FCC does not cover the full deposit amount, additional funds will be required to meet the total deposit needs and, thereafter, the remaining balance due at Final Payment.

28. What happens if my client placed a deposit on a new booking and the FCC that is issued is valued at more than the value of my cruise?

Once the request is received, we will apply the Future Cruise Credit to your client's reservation. Your client's deposit can be used towards any taxes/fees, pre-paid gratuities, or travel protection. If the FCC has any additional value after application, it will be reissued as a new FCC.

29. 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.

30. 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.

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. As a reminder, those inquiries can be directed towards our Individual Reservations team at 1-800-327-6700 or Group Reservations at 1-800-327-2055, dependent upon the booking type. If you have a truly unique situation, we also have a special support team at 1-888-281-9344 set up to assist.

LIFT & SHIFT:

32. Understanding that the same itinerary, stateroom category, sailing length, and timeframe are a requirement, is it essential that my client rebook on the same ship as well?

No, it is not required that your client rebook on the same ship or ship class.

33. If my client booked prior to September 30, 2020, is he/she eligible to Lift & Shift at any point prior to sailing?

Guests are eligible to move their reservation under the Lift & Shift guidelines between now and September 30, 2020. After this point, Lift & Shift expires and is no longer eligible.

34. Can I leverage automated tools to Lift & Shift my clients?

Recent enhancements to CruisingPower now support the ability to Lift & Shift your client's reservation to next year! Simply sign-in to CruisingPower.com, click on "Brand Programs & News / Cruise with Confidence" and follow the simple steps to Lift & Shift. Please allow up to 72-hours for the requested changes to reflect accordingly.

35. Will my client's add-ons (such as air, transfers, and hotel) and pre-cruise purchases (such as beverage packages, shore excursions, etc.), follow to the future ship/sailing?

All add-ons and pre-cruise purchases will be removed during the re-accommodation process and can be added to the future reservation, as desired, at prevailing rates.

36. Are any sail dates ineligible for Lift & Shift?

Christmas, New Year's, and Chinese New Year's cruises are ineligible, unless your client is currently confirmed on one of these sailings and wishes to take advantage of Lift & Shift to move to the same sailing next year (assuming all other qualifying criteria is met).

37. Is there a limit to the number of times my client can Lift & Shift their reservation?

Yes – throughout the life of your client's booking, they can opt to Lift & Shift only one time during the designated opt-in period.

38. Are taxes & fees protected under Lift & Shift?

When leveraging Lift & Shift to move your client's booking to a future sail date, taxes & fees will be adjusted to reflect the charges associated with the new sailing. Taxes & fees from the sail date will not be protected.

39. To Lift & Shift, is it required that my client's reservation be paid in full?

In order to take advantage of Lift & Shift, names and full deposit are necessary.

40. My client's existing reservation has reached Final Payment and currently resides within the cancellation penalty period. Is my client still able to Lift & Shift?

Absolutely! If all required criteria are met, your client can opt to Lift & Shift to a qualifying future sail date. Since your client's current reservation falls within the cancellation penalty period, the applicable penalty amount (as indicated on the day the booking is re-accommodated) will follow your client's reservation to the new ship and sail date. Assuming that your client sails as planned, there is no impact. Should your client wish to cancel in the future, the assessed penalty amount from the original reservation will be withheld, as well as any additional cancellation fees as indicated by the payment schedule on the new ship and sailing.

41. My client has applied payment in the amount of the full deposit to their existing reservation but has not yet reached Final Payment. Is my client able to Lift & Shift?

Of course! Your client can easily Lift & Shift to a qualifying future sail date. The funds paid to-date will follow, and the revised payment schedule will adjust to reflect that of the new ship and sailing.

42. Upon re-accommodating my client, will his/her payment schedule automatically update to now reflect that of the future sail date?

Yes, upon moving your client from the original sailing to a qualifying future sail date, an updated payment schedule will automatically reflect on your client's reservation, as well as on associated invoices.

43. Is my client able to Lift & Shift an Alaska booking that has a Cruisetour attached?

Absolutely! If desired, Cruisetour guests can Lift & Shift to next year's Alaska season, while taking advantage of price/promotion protection. To qualify, the required Lift & Shift criteria must be met, while also ensuring that the future booking's Cruisetour length is the same as the original. Should your client be interested in a different Alaska Cruisetour than the one originally confirmed, we are happy to accommodate if the Cruisetour lengths align and availability exists. The only exception to this is Cruisetour 12 A/B which only allows for those previously confirmed on this tour to Lift & Shift. Alaska Cruisetours and Canadian Tours are not interchangeable.

BEST PRICE GUARANTEE:

44. For price adjustments within Final Payment, are the Onboard Credits refundable?

The Onboard Credit earned as a result of a reduction in price is non-refundable.

45. Can I leverage automated tools to take advantage of Best Price Guarantee?

Outside of final payment, you may leverage your preferred booking engine for price adjustments. However, to ensure accuracy with rate and onboard credit application, we ask that you please call our Trade Support & Service team to make changes when inside of the final payment period.

46. Will a price reduction automatically reflect on my client's reservation?

No, pricing will remain unchanged on all booked business, unless a call is prompted to refresh to a more desirable price point.

47. If my client opts for a lower rate under Best Price Guarantee, is he/she still eligible for promotional onboard credits previously confirmed on the reservation?

When electing to take advantage of Best Price Guarantee, it's required that your client accept the terms of the new rate, discontinuing all prior promotional offerings. In this instance, the previous onboard credit is no longer eligible and will be replaced with the terms of the newly selected rate code.

48. If my client opts for a lower rate under Best Price Guarantee, will my commission be impacted?

When adjusting to a lower rate inside of final payment, we've got you covered as your commission payout will remain unchanged. Outside of final payment, when reducing your client's cruise fare, your commission will be adjusted to reflect the new earned commission amount based on the lower cruise fare.

SCENARIOS

Different Ship:

- **If my client is currently confirmed on *Rhapsody of the Seas* in Europe this October 2020. Is my client able to book on *Harmony of the Seas* in September 2021 under the Lift & Shift policy?**

Absolutely! As long as your client is sailing next year on a departure that falls within a 4-week span of their sail date, he/she is able to enjoy a cruise onboard the *Harmony of the Seas* in Europe within the same stateroom category and on a sailing of the same length.

- **My client is confirmed on the Open Jaw Alaska itinerary onboard *Radiance of the Seas* in 2020 and is interested in moving to the Roundtrip Alaska itinerary onboard *Ovation of the Seas* in 2021. Does this qualify for Lift & Shift?**

Assuming your client confirms the same stateroom category and is within a 4-week timeframe next season, yes, this scenario will qualify for Lift & Shift as the sailing length and itinerary type meet the required criteria.

Different Sailing Length:

- **If my client was booked on a 4-night Bahamas cruise onboard *Mariner of the Seas* in October 2020 and now wishes to move to a 3-Night weekend getaway onboard the same ship in October 2021, can my**

client take advantage of Lift & Shift as long as the same stateroom category is selected?

Though the same itinerary, stateroom category, and 4-week cruise window were selected, unfortunately, Lift & Shift is only applicable on sailings of the same length. If your clients would like to reconsider, we will happily protect the pricing and promotional offerings on a 4-Night Bahamas cruise in October 2021.

Different Inventory Type:

- **If my client would like to Lift & Shift from 2020 to the same cruise in 2021 but would now prefer a balcony stateroom over their prior oceanview. Is this possible?**

If desired, your client is certainly able to upgrade to balcony accommodations, though under prevailing pricing. Unfortunately, prior rates and promotions will not carry through.

Different Timing:

- **My client is currently confirmed on *Oasis of the Seas* departing Fort Lauderdale on December 6, 2020 and wishes to Lift & Shift this reservation to *Oasis of the Seas* departing Miami on December 19, 2021. Is this feasible?**

Since December 19, 2021 is a Christmas sailing and the current reservation is confirmed on a non-holiday December cruise, unfortunately, Lift & Shift does not apply.

TEMPORARY POLICY RELIEF

For sailings through December 31, 2020:

- Group touchpoints at 180 Days-to-Sailing and 120 Days-to-Sailing have been waived, allowing the ability to hold space until Final Payment.

For sailings January 1 - June 30, 2021:

- The 180 Days-to-Sailing touchpoint has been waived, allowing the ability to hold space until the 120 Days-to-Sailing check-point.

49. Why was the decision made to relax some of the normal policies?

These temporary updates to our policy will allow greater flexibility during these uncertain times to better accommodate your group business throughout 2020 and into the first half of 2021.

50. Do I need to opt-in to this program?

No, your space will automatically be updated to reflect these new policies for qualifying sailings in 2020 and 2021.

51. What happens if I already had groups pass the 180/120-day checkpoints on 2020 sailings?

As this is a backend process that went into effect March 30, 2020, groups that have already passed the 180/120-day checkpoints will not be reinstated. However, you are welcome to transfer additional space into these groups at prevailing rates.

52. Are contracted groups and charters included in these updated group checkpoint policies?

No, contracted groups and charters are excluded from this policy adjustment as they have unique payment schedules.

53. Will I be able to update the names on my clients' bookings if they become unable to travel?

Yes. For sailings departing on-or-before September 1, 2020, we have relaxed our policy on name changes to allow modifications to all names within the booking until up to 48 hours prior to sail date.

Royal Caribbean International's (RCI) "Cruise with Confidence" program allows individual guests and guests in non-contracted groups who booked a cruise on or before September 30, 2020, for cruises sailing between November 1, 2020 and April 30, 2022, to cancel their cruise up to 48 hours prior to the vacation start date and have the option to either (i) receive a Future Cruise Credit equal to the full amount of the cruise fare the guest paid for their cruise, or (ii) move their booking to an eligible alternate sailing and receive our "best price guarantee" for the re-booked sailing, or (iii) opt in for our "best price guarantee" on their current sailing. "Eligible alternate sailing" means a booking in the same stateroom category sailing with RCI on the same product and cruise length scheduled within four weeks before or four weeks after the date of the original sailing but in the subsequent year. For those sailings, RCI will protect the guest's original price and/or promotion so long as the guest moves the eligible booking to the alternative sailing on or before September 30, 2020. If RCI's "best price guarantee" results in a decrease in the guest's cruise fare inside final payment, then the difference will be provided to guests in the form of a non-refundable onboard credit for use on the eligible alternative sailing. If RCI's "best price guarantee" results in a decrease in the guest's cruise fare outside final payment, the difference will be provided in a rate adjustment. For more details about RCI's best price guarantee program, click here <https://www.royalcaribbean.com/faq/questions/best-price-guarantee-policy>. "Vacation start date" means the date of the earlier of: (i) the scheduled embarkation of the cruise; or (ii) any pre-cruise hotel stay or Cruisetour package associated with the cruise and booked through RCI. If the guest chooses to move their booking to an eligible sailing in the subsequent year, any penalties previously assessed based on the prior sailing's penalty schedule will follow the booking to the new sailing. The Future Cruise Credit portion of the "Cruise with Confidence" program will only apply to bookings for named guests for which cruise fares have been paid in full. To receive the benefit of "Cruise with Confidence" guests must opt-in by calling RCI at 800-256-6649. If the guest opts to cancel his/her cruise, a Future Cruise Credit (FCC) will be issued for the cruise fare amounts paid to the cruise line. The FCC is non-transferrable and may not be redeemed for cash. The FCC's value may be applied toward the cruise fare due on a new booking, on RCI for a sailing that is the later of on or before December 31, 2021, or 12 months after the date that the guest cancelled their original sailing. All bookings are subject to availability at the time of the request. If not used on or before the expiration date stated above, the FCC will automatically expire and have no cash value. Restrictions may apply on stateroom category and applicable pricing and promotions. Guest will remain responsible for paying the applicable deposit amounts, taxes/fees, port expenses and gratuities (if applicable) for the new booking. RCI's "Cruise with Confidence" program does not apply to bookings made by residents of mainland China, and Hong Kong. Program does not apply to chartered sailings or contracted group bookings. RCI reserves the right to correct any errors, inaccuracies or omissions at any time without prior notice or liability. Offer can be withdrawn at any time without notice. ©2020 Royal Caribbean Cruises Ltd. Ships' registry: Bahamas.