

# CANCELLED SAILINGS FAQS

## **1. Originally, Royal Caribbean made the decision to suspend sailings through April 10<sup>th</sup>, 2020. Why are sailings now suspended through May 11<sup>th</sup>, 2020?**

The health and safety of our guests and crew remain our utmost priority. As the spread of Coronavirus (COVID-19) continues to pose growing concerns and travel restrictions persist, Royal Caribbean has now decided to voluntarily suspend ship operations through May 11<sup>th</sup>, 2020, in an abundance of caution.

## **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. We remain hopeful that all ships will return to cruising as of May 12<sup>th</sup>, 2020. The only known exceptions to this are the return date of July 2<sup>nd</sup>, 2020 for the kick-off of the Alaska season, as well as all sailings originating or ending in Canada. Likewise, Singapore departures resume operation beginning June 1<sup>st</sup>, 2020.

## **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?**

Royal Caribbean's Cruise with Confidence policy launched on March 6<sup>th</sup>, 2020 and granted your client the flexibility to wait until 48-hours prior to sailing 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 for your client. The selection of a Future Cruise Credit provides a higher value and also allows your client plenty of time to make the best decision for him/her. FCC redemption is valid on sailings departing on-or-before December 31<sup>st</sup>, 2021. Should your client wish to forfeit his/her higher value 125% Future Cruise Credit and receive a lower value 100% refund of the cruise fare, please indicate such by [clicking here](#). 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 through December 31<sup>st</sup>, 2021, giving your clients ample time to consider their options. Refunds can be expected approximately 30 business days after the 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?**

For sailings through April 10<sup>th</sup>, 2020, your client will receive his/her Future Cruise Credit via email no later than Monday, April 13<sup>th</sup>, 2020. Future Cruise Credits for recently suspended sailings departing between April 11<sup>th</sup> – May 11<sup>th</sup>, 2020 can be expected on-or-before Monday, April 30<sup>th</sup>, 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 clients 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<sup>th</sup>, 2020, once the reservation is cancelled, refunds can be expected within 30 days.
- For sailings departing April 11<sup>th</sup> – May 11<sup>th</sup>, 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 Wednesday, April 8<sup>th</sup>, 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 30 days for processing. This offer is applicable to individual reservations, as well as individuals within a Group.

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

We know how hard you work for your clients and we want to make sure you are appropriately compensated; therefore, we will be protecting your base commission not only on the cancelled sailing, but also on the future reservation where the Future Cruise Credit is applied. If the impacted reservation is not yet paid-in-full, commission will be based off of the amount paid.

**13. The final payment date for my client's cruise is during the period when Royal Caribbean has suspended operations. Will the final payment date be adjusted?**

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

**14. My client purchased Royal Caribbean Travel Protection. Will the cost of it be refunded?**

Yes, the full cost of the Royal Caribbean Travel Protection will be refunded back to the original form of payment.

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

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

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

The original Future Cruise Credit will be reinstated with the prior FCC amount and expiration date. If currently expired, the new expiration date will be set for 6-months from the sail date of your client's cancelled cruise. If your client paid a balance on the cancelled reservation, a new Future Cruise Credit will be issued in the amount paid and can be redeemed on any sailing departing on-or-before December 31st, 2021.

If your client was impacted by the first global suspension (sailings through April 10th, 2020) and since rebooked on a new sailing that was also suspended, your clients are potentially eligible for two 125% FCCs: one for the reissuance of the original FCC and another equal to 125% of any monies paid. In this example, your client can opt-in to refund one or both via the "Request Refund" link.

## **17. Are Future Cruise Credits, specifically those associated with Cruise with Confidence and the Global Sailing Suspension, applicable to existing bookings? Or do only new reservations qualify?**

Future Cruise Credits should be used on new bookings created on-or-before March 6th, 2020; 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 the remaining cruise fare due on this existing 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.

## **18. As my clients await 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<sup>st</sup>, 2020, for bookings made on-or-after March 18<sup>th</sup>, 2020, specifically for guests awaiting the issuance of a Cruise with Confidence or Global Sailing Suspension FCC. Final payments remain unchanged and are not included as part of this option extension. As a reminder, applicable FCCs must be redeemed on sailing departing on-or-before December 31<sup>st</sup>, 2021 – at which time the FCC expires.

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

A Cruise with Confidence & Global Sailing Suspension FCC cannot be used to 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 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 lowest. Guests awaiting the delivery of their FCC can take advantage of the automatic option extension to May 31<sup>st</sup>, 2020, at which time the FCC must be applied.

## **20. My clients 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.

**21. 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.

**22. 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.

**23. Will my client's NextCruise Onboard Credit follow them to their future reservation?**

Yes, NextCruise onboard credits will be honored upon rebooking.

## **125% ONBOARD CREDIT: SAILINGS FROM APRIL 11-MAY 11**

**AVAILABLE THROUGH APRIL 8, 2020**

**24. If my client selects the 125% onboard credit to be used on their future cruise, can they leverage it for purchases made pre-cruise?**

Yes, the onboard credit can be used to pay for pre-cruise purchases.

**25. 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 they paid, not for the portion paid via an onboard credit.

**26. 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.

**27. 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.

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

This offer is available only through April 8, 2020; therefore, your client must opt-in by this date or an automatic refund of pre-cruise purchases will be issued.

