



Get out there.®

AIR, HOTEL AND TRANSPORTATION ARRANGEMENTS

OUR STANDARD AIR PACKAGE

When you purchase Air Arrangements through Royal Caribbean International® (an “Air/Sea Package”), you can expect the following:

- Scheduled air service or chartered flights for same-day arrival to meet your cruise vacation
- Round trip air transportation to and from the port of embarkation and debarkation
- Airport greeting: you will be met at the airport by a Royal Caribbean International® representative who will escort you to your ground transportation vehicle
- Flight protection and onboard Credit for missed sail days due to flight delays (not offered to cruise only guests)
- Ground transportation from your arrival airport to the pier and from the pier to your departure airport
- Baggage handling from the plane to the ship and back and delivery of your baggage directly to your stateroom
- The option of booking Custom Air, which provides more options for your clients
- Delivery of documents to your travel agency or home

Making your air-travel bookings with Royal Caribbean International® means:

- Common flight arrangements are provided for guests staying in the same stateroom, so long as guests are booked at the same time, for travel from the same gateway city (based on airline availability)
- In most cases, no more than one connection from your gateway city
- E-tickets are available for your convenience for selected carriers.
- You can obtain your flight itineraries as much as 60 days prior to cruise departure. Flight itineraries can be viewed on Partner Insight via CruisingPower.com, CruiseMatch or by calling Reservations.

Please note: Due to limited air space, the use of co-terminals may be required (e.g., flying into Seattle while sailing out of Vancouver).

Generally, air transportation will be arranged to allow for same-day departure. However, guests may be required to travel on red-eye flights or arrive up to two days before sailing. Guests may be required to make connections with different airlines. Your flight may require you to make connections and/or stops en route to your final destination. Royal Caribbean reserves the right to select the carrier, flights routes and layover city (if any).

CONFIRM MY AIR

Confirm the existing flight arrangements to “lock-in” an assigned air itinerary prior to ticketing. It’s Free!

This new feature enables you to ensure your assigned flight itinerary does not change prior to ticketing. Unless you confirm existing flights before ticketing, the flight itinerary is subject to change. You do not need to go through Custom Air and pay a service fee to keep your existing flights. To confirm your flight and “Lock in” your itinerary, send an email to ConfirmMyAir@rccl.com eight weeks prior to your scheduled departure. Be sure to include your reservation number. It’s free! Restrictions and exclusions apply.

Note: Be sure to review the spelling of the passengers’ names and correct misspelling prior to ticketing. Incorrect spelling of guest name must be corrected prior to ticketing (45 days prior to sailing). Please verify and correct spelling prior to receiving documents to avoid airline re-ticketing charges. Names used for air tickets must match the names on other forms of identification used at check-in (e.g. passport, Birth certificate, etc.).



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CUSTOM AIR

Royal Caribbean Cruises' Custom Air Department can handle special requests, including:

- Booking guests who wish to be sure that they will travel together
- Booking premium class air seats on your preferred carrier
- Booking your preferred schedule and/or airline
- Immediate confirmation of your flights with seat assignments (when available) via email or fax
- Extended stays or early/late flight schedules before or after your cruise vacation
- Complimentary Custom Air for Platinum, Diamond and Diamond Plus members (additional fees may apply)
- Booking air arrangements from a gateway not offered in the brochure
- Booking Business or First class (usually lower than booking through the airline)
- Additional airline upgrade charges result in extra commission for our Travel Partners

Custom air accepts requests for changes up to seven days prior for domestic sailings and 35 days prior to sail date for groups and international destinations. For Custom Air requests fulfilled and accepted, there will be a \$50 per-person non-refundable service charge for domestic/North American Destination sailings and a \$75 per-person non-refundable service charge for European and South American destination sailings. Additional airfare costs may apply. Any changes to Custom Air requests must be made through the Custom Air Department. These changes may be subject to additional fees.

To contact Royal Caribbean International's Custom Air Call Center, please call (800) 636-2440 or e-mail us at Customair@rccl.com or fax 1-800-722-5680. The call center is open Monday through Friday from 9:00 a.m. to 8:00 p.m. EST, and Saturday and Sunday from 9:00 a.m. to 5:00 p.m. EST, except holidays

*Please see additional important information regarding air arrangements in the travel agent guide.

REGIONAL BUS PROGRAMS

Inquire when making your reservation about our Regional Bus Programs, where your clients can take a motor coach to their cruise destination!

- Convenient option for guests who would otherwise be cruise only
- Contact the Reservations Department for prices and detailed information at 800.327.6700 or visit www.CruisingPower.com.

GUEST FLIGHT OPERATIONS (GFO)

GFO is a special team for guests to utilize once their travel has begun to or from the ship or final destination

- Tracks flights booked for our Air/Sea Guests, to ensure airport, pier and ship staff are advised of possible delays
- Handles special down line requests

To contact Guest Flight Operations, please call (800) 256-6649 and press option 3 or fax (305) 373-6695. GFO is open Tuesday – Wednesday from 9:00 a.m. to 7:00 p.m. EST, and Thursday to Monday from 6:00 a.m. to 7:00 p.m.



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HOTEL PACKAGES BEFORE OR AFTER THE CRUISE

When booking your reservation remember to inquire about our hotel packages.

- One, two or three nights stays in virtually all of our port cities around the world
- Extremely competitive rates at three, four and five star resorts
- All transfers included when booked with our air/sea program
- All taxes and portage charges included
- Take the stress out of “day of cruise” travel. Have your clients arrive early and relax.

ELECTRONIC DOCUMENTS (E DOCS)

- eDocs can be viewed online and printed using any standard printer
- Access eDocs via www.Cruisingpower.com
- “.PDF” file format requires Adobe Acrobat for viewing (free download available)
- Agency can print eDocs or easily forward to guest via email link
- Avoid additional postage fees by simply forwarding to clients via email.
- All cruise only reservations completed inside 21 days from departure will now receive eDocs and you may request for ALL cruise documents, including groups, to be issued as eDocs (save mailing costs).
- BrochurePower accessed through www.cruisingpower.com enables you to replenish stock online or call Royal Caribbean International at (800) 255-4373 now and order your eDoc tag stock. eDoc baggage tag stock quantities have been predetermined based on the number of eDocs your agency generates.
- The tags are free of charge based on standard mailing practices.