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# USA-LUGGAGE VALET FAQ

## 1. What is Luggage Valet?

Luggage Valet is a service offered onboard ships to provide a solution for airline check-in. Guests who opt-in will be processed onboard the ship, receive their boarding passes as well as bag claim checks for their checked-in luggage.

## 2. Key selling points

- Avoid long check-in lines at the airport
- Travel with only your carry-on luggage
- Proceed directly to the security check-point and on to the gates
- Be able to purchase a city tour or go shopping (late flights only)

## 3. What ships are offering the service?

Since the program is still in the rollout phase, we have a limited number of ships and ports. As we expand, additional ships and ports will be added to the program. Currently the service is offered in San Juan on the following ships.

- NE-Empress of the Seas®
- AD-Adventure of the Seas®
- SR-Serenade of the Seas®

## 4. What is the cost?

The service fee is \$10. per guest and includes up to two pieces of checked-in luggage. All children and guests with no luggage who sign up for this service are subject to the same fee.

## 5. Who can participate?

At this time the program is available to all guest flying with American Airlines and whose cruises conclude in San Juan, Puerto Rico. Other Airlines and ports will be added in the near future.

To qualify,

- You must be flying on the entirety of the journey with the same air carrier.
- Your flight needs to be the same day of ship's arrival.
- Your final destination should be within the US. No international destinations are eligible at this time.

## 6. Can I purchase this service before the cruise?

Not at this time. This service can only be purchased onboard the ship. You will receive an invitation letter explaining the details of the program and requesting the airline information to check you in. You can also obtain information at the guest relations desk.

7. How is luggage tagged?

Valet tags are printed onboard for each bag and delivered to your stateroom along with instructions and boarding documents. These tags are very similar to standard ship departure tags but are personalized to each participating guest. They have a barcode that contains airline information, which is used by our vendor to generate the official airline tags once luggage is off the ship and at an approved airport location.

8. What happens to luggage once it is off the ship?

**The Standard Customs system**

Luggage is laid out with the rest of the luggage coming off the ship. Guests then claim their luggage and present themselves to Customs. Once cleared, they proceed to a location outside Customs Hall and leave the luggage with our vendor's staff. The luggage is then securely transported to the airport, processed and moved directly to their aircraft.

9. Does that mean guests are not subject to Customs?

No. All guests are subject to all applicable Customs requirements.

10. Do I need to have a RCL transfer to participate?

No. Royal Caribbean International® airport transfers is not required to take part in this program. If you have a late flight, you can take advantage of our shore excursions for city tours or go shopping. Then, go to the airport a few hours before your flight, proceed directly to the security check-point and on to your gate and flight.

11. Can I check-in excess luggage?

Not at this time. In the near future we will be able to collect the standard fees charged by the airlines to issue excess luggage tags.

12. What happens if my luggage does not arrive or is damaged?

Airlines are responsible for your luggage and will assist you to locate your misdirected luggage and to file your claims. Please provide them with your baggage claim check numbers given to you along with your boarding pass.



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