

## GUEST EMAIL:

Dear Guest,

We hope you are healthy and well. The past year has been challenging for all of us, and since our suspension in March 2020, we've remained hyper-focused on our return to service, spending countless hours preparing to welcome you back onboard.

The situation remains fluid, there is still significant uncertainty surrounding resuming operations globally, and we've had to continue to evolve our plans. Our most recent plan was to resume our broader global operations on May 1<sup>st</sup>, 2021. However, in order to allow additional time for our return to service preparations, we've decided to extend our sailing suspensions for the majority of our fleet through the end of May 2021 (excluding sailings onboard *Quantum*, *Spectrum*, *Voyager*, and *Odyssey of the Seas*). As a result, your sailing will unfortunately be cancelled.

Our plan is to resume operations for most of our fleet on June 1<sup>st</sup>, 2021. Our primary goal continues to be a seamless and healthy return to service. We're really looking forward to welcoming our guests back! We've teamed up and have assembled the "Healthy Sail Panel" – a multifaceted team of globally recognized experts – who are working closely with governments and leading health authorities worldwide to pioneer innovative ways to guide the cruise industry's path forward in response to the pandemic. It goes without saying, we're all in this together.

While we all wish we were cruising, we do have some options for you, including an option that has been very well received by our guests, as it provides a little something extra to use once we all start cruising again!

### Your Options

- **Option 1: Automatically receive a 125% Future Cruise Credit**

We're providing you with a **125% Future Cruise Credit to book a new cruise by April 30<sup>th</sup>, 2022.**

- This amount is based on your total cruise fare paid, and we're giving you a little extra knowing that this is such a unique circumstance.
- Your certificate can be used on any Royal Caribbean International sailing that departs on or before September 30, 2022, as long as it's redeemed by April 30, 2022.
- We will automatically issue your Future Cruise Credit via email by April 16<sup>th</sup>, 2021, so there's nothing for you to do!
- Taxes & fees and any RoyalUp upgrades will be automatically refunded. Current refund processing is around 45 days. We are working as quickly as possible, and we appreciate your patience.
- Please note:
  - If you opted into the Cruise with Confidence 100% Future Cruise Credit, this offer does not apply.
  - If you previously used a Future Cruise Credit (including previous Global Suspension FCCs), you'll receive a new Future Cruise Credit. This will be for 125% of any new monies paid on this sailing, plus the value of your original credit at 100% of its value, with an expiration date of April 30<sup>th</sup>, 2022 and a sail by date of September 30<sup>th</sup>, 2022.

- If you were already impacted by a sailing that was previously cancelled due to a global suspension and paid additional monies on a new booking within this extended suspension period, and you opt in for a refund via the process below, it will be for both bookings.
- **Option 2: Select a New Sail Date (Lift & Shift)**

If you prefer to move your existing booking to a sailing in 2022 — we're happy to move you! We will price protect the original pricing and/or promotion on the same embarkation port, sailing length, product, and stateroom category as your original sailing within 2 weeks (before or after) of the original sail date the following year. For example, if you are moving from a May 1<sup>st</sup>, 2021 sailing, you can move to another sailing that has the same embarkation port, length, product, and stateroom category, and has a sail date between April 17<sup>th</sup>, 2022 – May 15<sup>th</sup>, 2022.

  - Please know, price protection covers your cruise fare/promotion on an applicable sailing only and excludes taxes and fees, gratuities, and other non-cruise fare items, as these may change.
  - You must decide to move to a new sailing by March 23<sup>rd</sup>, 2021. If not, we will automatically issue you a Future Cruise Credit.
  - Complimentary Casino offers, Charter sailings, and select rates are not eligible for this offer.
- **Option 3: Select a 100% Refund**

If you prefer a full refund, which is a lower value than the future cruise credit offer above, we're happy to process this for you. Given how fluid this situation is, and the opportunity to use the extra credit being offered, you have until **June 30<sup>th</sup>, 2021** to request a refund and deactivate your certificate.

  - Please contact us to start the refund process, forfeiting the higher value of your 125% Future Cruise Credit.
  - To avoid waiting on the phone to cancel, [click here](#) and we will get the refund process started for you. **Note:** Please know, once we receive your refund request, we unfortunately won't be able to accept an FCC request if you change your mind.
  - We'll then deactivate your Future Cruise Credit and process your refund to your original form(s) of payment, which will include any non-refundable deposits.
  - You can expect to receive your refund 45 days after you submit your refund request.
  - **Please note:** If you used a Cruise with Confidence certificate on this sailing and you request a refund instead, we'll refund any NEW funds paid above the certificate amount, and we'll reinstate your original Cruise with Confidence certificate.

### **Cruise Planner Purchases**

If you purchased Cruise Planner items for your sailing, we also have a special offer available for you.

- You can opt-in to receive an Onboard Credit in the value of 125% of the total Cruise Planner purchases on your reservation.
  - [Click here](#) by March 23<sup>rd</sup>, 2021 to request your higher value credit, and we'll email you your credit by April 16<sup>th</sup>, 2021.
- If we don't hear from you on or before March 23<sup>rd</sup>, 2021, your Cruise Planner purchases will be automatically refunded. You'll receive your refund within 45 days of your booking's cancellation. We are working as quickly as possible and appreciate your patience during these unprecedented times.

- Also, if you opt for a cruise fare refund or for Lift and Shift, you are not eligible for this Cruise Planner Onboard Credit offer.
- Questions about how the Cruise Planner credit works? [Click here](#) for more details.

### **Air/Hotel**

- Refundable air or hotel accommodations purchased through Royal Caribbean will be automatically refunded to you within 45 days after we process the cancellation.
- If you booked non-refundable air through Royal Caribbean or booked on your own, please contact the service provider directly for your options with them.

If you have any questions, please contact your Travel Advisor immediately or contact us at:

- 1 800 754 500 in Australia
- [0344 493 4005](tel:03444934005) in the U.K.
- 1 866 562 7625 in the U.S. or Canada
- All other countries, please visit <http://www.royalcaribbean.com/contactus> for your local Royal Caribbean International office phone number.

We appreciate your understanding and remain optimistic that every day is a step closer to a healthy and safe return to service. Stay healthy and safe. We miss our guests, and we'll be ready to welcome you back soon.

Sincerely,

Michael Bayley  
President & CEO  
Royal Caribbean International