

ENHANCED ONLINE CHECK-IN



Royal Caribbean® now offers new options to assist your clients with the cruise check-in process:

- Royal Caribbean App
- RoyalCaribbean.com
- Partner-Assisted Check In

Your clients can complete the Guest Self Check-In via the Royal Caribbean App and receive *Expedited Arrival at select ports with their Mobile SetSail pass. The Guest Self Check-In process can also be completed through RoyalCaribbean.com.

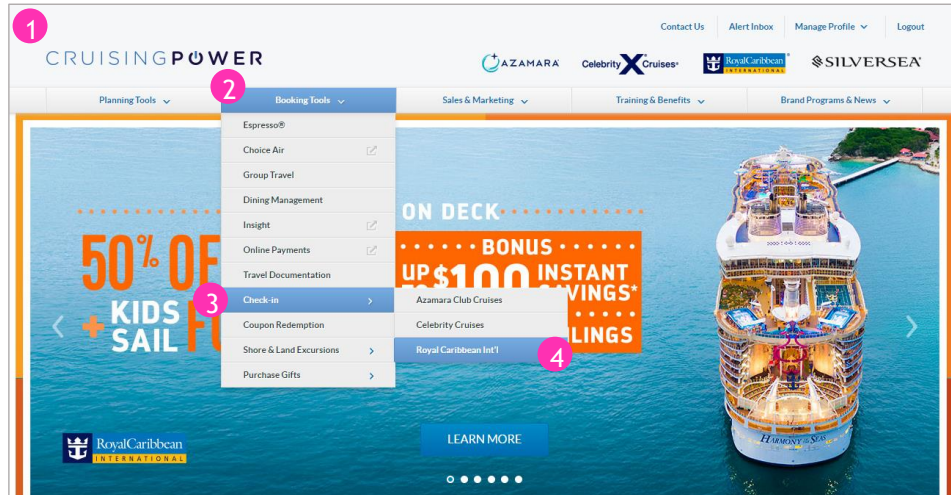
Travel Partners have the option to complete *Partner-Assisted Check-In* for their clients. This process will offer a printed SetSail pass and is not eligible for Expedited Arrival. Clients will take the forms prepared to the check-in counter. Be advised that their wait time may be longer when compared to Guest Self Check-In options.

Travel Partners who would like to offer the Partner-Assisted Check-In service for their clients should follow the steps below.



Partner-Assisted Check-In Steps:

1. Log into CruisingPower.com
2. Hover over Booking Tools
3. Hover over Check-in
4. Click on Royal Caribbean Int'l



Once on the check-in page there will be two options:

1. Guest Self Check-In

- A) Royal Caribbean app - *Preferred* - Send the client a link to download the app and complete their check-in on their own
- B) Royal Caribbean website - Send the client a link to complete the online check-in on their own through RoyalCaribbean.com

2. Partner-Assisted Check-In - Complete the online check-in on behalf of the client.

- A) Enter all requested information
- B) Click on Begin check-in
- C) Complete the check-in as normal

1 Guest self check-in	2 Agent-assisted check-in
<p>Preferred</p> <p>a Royal Caribbean app</p> <p>Available for select ships* only:</p> <ul style="list-style-type: none">✓ Scan travel documents✓ Add security photos✓ Convenient mobile boarding passes✓ Expedited boarding at select ports <p><small>*App currently available for Adventure of the Seas, Allure of the Seas, Brilliance of the Seas, Enchantment of the Seas, Harmony of the Seas, Independence of the Seas, Liberty of the Seas, Majesty of the Seas, Mariner of the Seas, Navigator of the Seas, Oasis of the Seas, Serenade of the Seas, Symphony of the Seas, Vision of the Seas</small></p> <p>Share these links to download the app:</p> <p>Apple App Store (iOS): https://itunes.apple.com/us/app/royal-caribbean-international/id1046104610 Copy link</p> <p>Google Play Store (Android): https://play.google.com/store/apps/details?id=com.royalcaribbean Copy link</p> <p>Standard</p> <p>b Royal Caribbean website</p> <p>Online check-in allows your clients to:</p> <ul style="list-style-type: none">✓ Manually enter travel document information✓ Add security photos✓ Print boarding passes✓ Standard boarding at all ports <p>Share this link to our online check-in portal: https://www.royalcaribbean.com/account/... Copy Link</p>	<p>Counter</p> <p>At port, your clients will take the forms you've prepared to the check-in counter. Be advised that their wait time will be longer when compared to self check-in options.</p> <p>a Preferred language for check-in <input type="text"/></p> <p>Reservation number <input type="text"/></p> <p>Last name <input type="text"/></p> <p>Ship <input type="text"/></p> <p>Sail date Month <input type="text"/> Day <input type="text"/> Year <input type="text"/></p> <p>b Begin check-in</p>

EDOCS & Bag Tags

There are two access points within CruisingPower.com to view the clients Travel Documentation, eDocs & Bag Tags.

Travel Partners who would like to access their clients eDocs or Bag Tag, should follow the steps below.

ESPRESSO

Offers access to both eDocs
& separate Bag Tags PDF

1. Log into *CruisingPower.com*
2. From the front page Espresso widget, click on *Find Reservation*
3. Enter *Reservation number*
4. Scroll down to the *Manage Section*
5. Click on *Cruise Ticket Documentation*

BOOKING TOOLS

Offers access to eDocs ONLY, however Bag
Tags can be found within the eDocs

1. Log into *CruisingPower.com*
2. Hover over *Booking Tools*
3. Click on *Travel Documentation*
4. Enter *Booking ID*
5. Click on *Search*

Frequently Asked Questions

1. How does the new Online Check-In mobile & web experience benefit my client(s)?

The new Online Check-In process offers guests an improved design and streamlined flow. Guests will be asked to enter fewer data fields and can apply information, like credit card data, to multiple parties on their reservation. These improvements help guests move through the check-in process faster and easier.

2. What are the differences between the Mobile App, RoyalCaribbean.com, and the Agent-Assisted Check-in?

- o Royal Caribbean App
 - Scan Travel Documents / Information automatically uploaded
 - Add Security Photos
 - Convenient Mobile Boarding Pass
 - Expedited Boarding at select ports
- o RoyalCaribbean.com
 - Manually enter travel document information
 - Add security photos
 - Print boarding passes
 - Standard boarding at all ports
- o Partner-Assisted Check-In
 - Manually enter travel document information
 - Print boarding passes
 - At port, your clients will take the forms you've prepared to the check-in counter. Be advised that their wait time will be longer when compared to self-check-in options.

3. If I opt to check-in my client(s) though the Partner-Assisted Check-in, will they be able to view their information on the Royal Caribbean app or through RoyalCaribbean.com?

The system used for Guest-Self check-in is different than that supporting the Partner-Assisted check-in and, thus, not all information is directly synched and may not be reflected across all platforms.

Frequently Asked Questions

4. If my clients are interested in checking-in to an upcoming cruise, what are the steps to complete this process?

Guests can download the Royal Caribbean App or go to www.royalcaribbean.com. New users will be asked to create an account first. Guests will find their reservations under the "Upcoming Cruises" tab. To start or continue the check-in process, guests will click "Start check-in" next to the reservation for which they wish to check-in.

5. When can my client(s) check-in prior to their cruise?

Guests can complete the check-in process from 90 days to 72 hours prior to their sail date. If a guest misses the check-in window, the guest has the option to check-in at the port.

6. Who is eligible to complete the check-in process?

To complete the check-in process, guests must be at least 21 years of age. Adults traveling with minors have the ability to check-in any guest under the age of 21, as long as the reservations are linked. The Cruise Ticket Contract can be accepted for all guests completing the checked-in process.

7. How many reservations can a guest check-in?

A guest can link their account with up to 4 additional reservations that they are traveling with. They can then complete the check-in process and Cruise Ticket contracts for everyone. If there are more than 5 traveling together, the additional guests will need to be checked in from another account. Please note once a reservation is linked, a reservation cannot be unlinked.

8. Can my client(s) edit information, such as "Guest Details", after check-in is complete?

Yes, guests can click "Update check-in/SetSail Pass" next to the reservation they'd like to update. Guests who have printed their SetSail Pass would then need to reprint.

9. What if my client's First/Middle/Last Name appearing during check-in do not match their travel documents?

For successful check-in, the guest's full name must match their legal travel documents. If they do not match, it is important that the necessary edits be made to their reservation to ensure all areas match accordingly.

10. How is Travel Document information populated?

In the Royal Caribbean app, simply take a photo of the Travel Document to "scan" it in. This process is necessary for Expedited Arrival, where available. On RoyalCaribbean.com, the drop-down menu for "Document Type" is dynamically populated based on guest's Citizenship and Itinerary.

11. Is providing a photo mandatory during check-in?

No, guests can opt to provide a photo during check-in or, upon arrival at the port, a picture will be taken.

12. Is my client required to set up an onboard expense account during check-in?

During the check-in process, each guest must select one of the following options: Credit Card, Cash, or No Charging Privileges. A single payment method may be used for everyone in the reservation or a separate payment method can be set up for each individual.

13. Is it required that all guests within a reservation be checked-in at the same time?

No, the guest completing the check-in process has the option to check-in for all at one time or each guest individually at different times.

14. Where can I go to see my clients eDocs & Bag Tags?

Your client's eDocs and bag tags can be viewed via CruisingPower.com & Espresso. In Espresso, log-in to the reservation, select Cruise Ticket Documentation under the Manage section. eDocs can also be found by hovering over the Booking Tools tab in CruisingPower.com, then click on Travel Documentation and enter the reservation number.

15. Who should my client(s) contact if they need further assistance regarding Online Check-In?

To reach our contact center, please call 1 (800) 398-9819. Hours of operation are Monday-Friday 7 a.m.-12 a.m. EST and Saturday-Sunday 9 a.m.-9 p.m. EST.

