

# SAILING SUSPENSION

## Frequently Asked Questions

### 1. Why has Royal Caribbean expanded the sailing suspension window to include departures through July 31, 2020?

In accordance with guidance provided from the Center for Disease Control & Prevention (CDC), Royal Caribbean will suspend all cruise operations through July 31, 2020 as we work together to contain the further spreading of the Coronavirus (COVID-19) illness. Health and safety remain our utmost priorities during this unprecedented time.

### 2. Are all itineraries impacted by the latest extension?

Operations have been suspended for all itineraries through July 31, 2020. The only known exception is China sailings, which are suspended through June.

### 3. What options can I present to my client who is now impacted?

Impacted guests confirmed on sailings departing June 12 – July 31, 2020 can elect to 1) move to a future sailing with the new Lift & Shift option, 2) accept a Future Cruise Credit, or 3) request a refund:

- **Lift & Shift:** On-or-before June 10, 2020, your client can opt to move their existing booking to next year, protecting their current price/promotion, simply by electing to remain on the same itinerary type, sailing length, stateroom category, and within the same 4-week period of their original cruise date same-time-next-year.
- **Future Cruise Credit:** Your client will receive a Future Cruise Credit for 125% of the amount paid, to be redeemed on-or-before December 31, 2021 on sailings through April 2022. This option is automatic and will default as your client's selection if neither of the other options are selected.
- **Refund:** If a full refund is preferred, we're happy to process this request for your client. Should your client wish to decline the higher value 125% Future Cruise Credit and receive a lower value 100% refund of their cruise fare, please access the "Cancellation Form" on [CruisingPower.com](http://CruisingPower.com) under "Brand Programs & News". No need to decide now – refund requests are available through December 31, 2020.

### 4. I recently cancelled my client's cruise under Cruise with Confidence and received a 100% Future Cruise Credit. Can I now switch my client to the higher value Future Cruise Credit?

Our Cruise with Confidence policy originally launched on March 6, 2020 and granted your client the flexibility to wait until 48-hours prior to the sail date 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.

## **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?**

Future Cruise Credits are being created as quickly as possible; however, due to the influx in volume, we are experiencing delays in the normal production timeline. The delivery of FCC can be expected as follows:

- *Sailings on-or-before April 10, 2020: FCCs can be expected via email no later than April 13, 2020*
- *Sailings between April 11-May 11, 2020: FCCs can be expected via email no later than April 30, 2020*
- *Sailings between May 12–June 11, 2020: FCCs can be expected via email no later than May 22, 2020*
- *Sailings between June 12–July 31, 2020: FCCs can be expected via email no later than June 30, 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, transfers, 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?**

For suspended sailings departing on-or-before June 11, 2020, the option to move to an alternate sailing, unfortunately, was not available. Since recently introducing "Lift & Shift", the latest round of sailing suspension provides guests an option to move to a similar sailing next year, as long as the itinerary type, sailing length, stateroom category, and departure window align with the original reservation. Next year's departure window must fall within a 4-week period of the original sail date, either before or after.

## 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, 2020, once the reservation is cancelled, refunds can be expected within 30 days. *\*High volume has impacted our refund timeline, which has now pushed the estimate from 30-days to 45-days after the refund request is submitted*
- For sailings departing April 11 – May 11, 2020, guests had the option to select a 125% onboard credit to be used on a future sailing, in lieu of a refund. This option was available, if desired, through April 8, 2020, and has since expired. The fulfillment of both options is currently underway and can be expected within 30 days of request date. *\*High volume has impacted our refund timeline, which has now pushed the estimate from 30-days to 45-days after the refund request is submitted*
- For sailings departing May 12 – June 11, 2020, guests had the option to select a 125% onboard credit to be used on a future sailing, in lieu of a refund. This option was available, if desired, through May 4, 2020, and has since expired. The fulfillment of both options is currently underway and can be expected within 45 days of request date.
- For sailings departing June 12 – July 31, 2020, impacted guests choosing the FCC option 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 June 10, 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 45 days for processing. This offer is applicable to individual reservations, as well as individuals within a Group.

## 12. Will travel partner commission be protected?

### FUTURE CRUISE CREDIT:

- We know how hard you work for your clients and we want to make sure you are compensated accordingly. For this reason, base commissions will be protected on cancelled reservations paid-in-full, as well as the future reservation where the correlating FCC is redeemed. Please note that FCC commission earnings are payable only on sailed reservations.

*\*Additionally, conditions may vary if booked through a Tour Operator. It's recommended that you reach out to the individual Tour Operator for applicable terms.*

### LIFT & SHIFT:

- Commission will be paid on the sailed booking. If already disbursed on the current reservation, the commission payout will follow through to the future booking.

### REFUND:

- Commission is protected on all reservations paid in full.

## 13. During the latest announcement of suspended sailings, the applicable sailing window for Future Cruise Credit usage was stretched to April 30, 2022. Does this apply to earlier sailings that were suspended?

Yes, all FCCs generated as a result of the pause in operation are applicable on sailings departing through April 2022, regardless of when the sailing suspension occurred.

**14. The final payment date for my client's cruise is during the period when operations have been suspended. Will the final payment date be adjusted?**

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

**15. My client purchased travel protection through Royal Caribbean Cruises Ltd. Will the cost of it be refunded?**

If opting for the Future Cruise Credit or a refund, the full cost of the travel protection purchase will be refunded back to the original form of payment. Under Lift & Shift, Royal Caribbean Travel Protection purchases will follow to the future reservation.

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

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

**17. Will my group's earned Tour Conductors be protected?**

Tour conductor credits are protected inside 100% penalty.

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

If a Future Cruise Credit was leveraged to pay for a reservation now impacted by the global sailing suspension, we are making it easy for your client by combining all funds into one voucher. The value of the original FCC will now be added to the new FCC at 100% of its original value, plus 125% of any amount paid by the guest on the cancelled sailing. Regardless of the original FCC's expiration date, the new FCC is valid through December 31, 2021, at which time all unused funds will expire. Should your client prefer a refund, we are happy to process this request for any funds paid over-and-above the original FCC value, plus reissuance of the original FCC.

**19. Are Future Cruise Credits applicable to existing bookings or do only new reservations qualify?**

Future Cruise Credits should be used on new bookings; however, we understand that your client may have an existing booking with the deposit paid in anticipation of the certificate. Your client can opt to apply the FCC to cover any amount due towards the cruise fare on the 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.

**20. Can my client use more than one Future Cruise Credit to pay for his/her cruise fare?**

At this time, only one FCC can be applied to each guest in a reservation. Future Cruise Credits are not stackable.

**21. Is my client able to redeem his/her Future Cruise Credit on a holiday sailing?**

Absolutely! FCCs administered due to the global sailing suspension are applicable to holiday departures.

**22. Are Future Cruise Credits interchangeable between brands?**

Future Cruise Credits acquired as a result of our suspended sailings are brand-specific and can only be



redeemed on the brand where the cancellation occurred.

### **23. After my client receives the 125% Future Cruise Credit, can they change their mind and opt for a 100% refund instead?**

Yes, refunds can be requested as follows:

- Suspended sailings departing on-or-before May 11, 2020: Refunds must be requested on-or-before December 31, 2021 and will be processed approximately 30 days after the request is submitted. *\*High volume has impacted our refund timeline, which has now pushed the estimate from 30-days to 45-days after the refund request is submitted.*
- Suspended Sailings departing between May 12 – July 31, 2020: Refunds must be requested on-or-before December 31, 2020 and will be processed approximately 45 days after the request is submitted.

Upon processing the refund and reimbursing the original form of payment, the Future Cruise Credit will be deactivated. Additionally, if your client previously opted-in for the 125% Onboard Credit, it, too, will be deactivated when the refund is requested.

### **24. If my client chooses a refund and then wishes to take advantage of the 125% Future Cruise Credit instead, is this feasible?**

Yes, if the refund has not yet been processed, the compensation offer can revert back to a Future Cruise Credit.

### **25. As my client awaits the delivery of their Future Cruise Credit, how do I ensure that their new reservations are secure and don't cancel?**

For individual reservations awaiting the issuance of a pending Future Cruise Credit, deposit option dates will be automatically extended as follows:

- For bookings made between March 18 – May 19, 2020: Option date extended to May 31, 2020
- For bookings made on-or-after May 20, 2020: Option date extended to July 15, 2020

This process can take up to 48-hours to reflect systematically, but don't worry – we've got it covered on our end! In addition, for individual reservations, final payment date can be extended no longer than 7 days for those guests awaiting the delivery of an FCC.

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

A Global Sailing Suspension FCC cannot be used to simply 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 due 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 lower.

### **27. My client 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.

**28. 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. The only exception to this is Lift & Shift, where the rate and promotional offering from the original reservation will be protected on qualifying, future sailings.

**29. What will happen to my client's onboard credit, now that their sailing is cancelled?**

Any NextCruise onboard credits will be re-applied to your client's future reservation. Additionally, if your client has an onboard credit as a result of a redeployment, charter, or other goodwill gesture, it can carry over to their future reservation; however, if your client cancels, the onboard credit will be forfeited. Any promotional onboard credit will not be protected (unless part of Lift & Shift) and, upon rebooking, your clients can take advantage of the promotional offer available in market at that time.

**30. Will my client earn Crown & Anchor/Captain's Club points on the cancelled sailing?**

Crown & Anchor/Captain's Club points will be earned on the sailed reservation(s), not on the cancelled booking.

**31. 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.

**LIFT & SHIFT:**

**32. My client was impacted by a prior round of suspended sailings. Are they now eligible to Lift & Shift?**

Lift & Shift is applicable to sailings departing between June 12 and July 31, 2020. Those sailings previously impacted by our pause in operation, unfortunately, are ineligible.

**33. Understanding that the same itinerary, stateroom category, sailing length, and timeframe are a requirement, is it essential that my client rebook on the same ship as well?**

No, it is not required that your client rebook on the same ship or ship class.

**34. To Lift & Shift, is it required that my client's reservation be paid in full?**

In order to take advantage of Lift & Shift, names and full deposit are necessary.

**35. If my client opted for Lift & Shift prior to June 10, 2020, is he/she eligible to move to a future cruise at any point prior to sailing?**

Guests are eligible to rebook under the Lift & Shift guidelines between now and June 10, 2020. Thereafter,

Lift & Shift expires and is no longer eligible.

### **36. Can I leverage automated tools to Lift & Shift my clients?**

Currently, we ask that you contact our Trade Support & Service team to ensure all pricing and promotional components carry through as intended.

### **37. Will my client's pre-cruise purchases, such as beverage packages, shore excursions, etc., follow to the future ship/sailing?**

All pre-cruise purchases will be removed during the re-accommodation process and can be added to the future reservation, as desired, at prevailing rates.

### **38. Are any sail dates ineligible for Lift & Shift?**

Christmas, New Year's, and Chinese New Year's cruises are ineligible, unless your client is currently confirmed on one of these sailings and wishes to take advantage of Lift & Shift to move to the same sailing next year (assuming all other qualifying criteria are met).

### **39. Is there a limit to the number of times my client can Lift & Shift their reservation?**

Yes – throughout the life of your client's booking, they can opt to Lift & Shift only one time.

### **40. Are taxes & fees protected under Lift & Shift?**

When leveraging Lift & Shift to move your client's booking to a future sail date, taxes & fees will be adjusted to reflect the charges associated with the new sailing. Taxes & fees from the original sail date will not be protected.

### **41. Do all rate codes qualify for Lift & Shift?**

Select restricted rates are ineligible for Lift & Shift - including but not limited to Net rates, Travel Advisor Friends & Family rates, Travel Advisor Reduced rates, complimentary Casino offers, and complimentary staterooms.

### **42. If my client elects to Lift & Shift their reservation to a qualifying sailing in 2021, is he/she able to change their mind for a refund or Future Cruise Credit at a later date?**

Once Lift & Shift is accepted, unfortunately, reverting to a Future Cruise Credit or requesting a refund at a late time is not an option.

### **43. Is my client able to Lift & Shift an Alaska booking that has a Cruisetour attached?**

Absolutely! If desired, Cruisetour guests can Lift & Shift to next year's Alaska season, while taking advantage of price/promotion protection. To qualify, the required Lift & Shift criteria must be met, while also ensuring that the future booking's Cruisetour length is the same as the original. Should your client be interested in a different Alaska Cruisetour than the one originally confirmed, we are happy to accommodate if the Cruisetour lengths align and availability exists. The only exception to this is Cruisetour 12 A/B which only allows for those previously confirmed on this tour to Lift & Shift. Alaska Cruisetours and Canadian Tours are not interchangeable.

**44. My client's existing reservation has reached Final Payment and currently resides within the cancellation penalty period. Is my client still able to Lift & Shift?**

Absolutely! If all required criteria are met, your client can opt to Lift & Shift to a qualifying future sail date. Since your client's current reservation falls within the cancellation penalty period, the applicable penalty amount (as indicated on the day the booking is re-accommodated) will follow your client's reservation to the new ship and sail date. Assuming that your client sails as planned, there is no impact. Should your client wish to cancel in the future, the assessed penalty amount from the original reservation will be withheld, as well as any additional cancellation fees as indicated by the payment schedule on the new ship and sailing.

**45. Upon re-accommodating my client, will his/her payment schedule automatically update to now reflect that of the future sail date?**

Yes, upon moving your client from the original sailing to a qualifying future sail date, an updated payment schedule will automatically reflect on your client's reservation, as well as on associated invoices

---

**125% ONBOARD CREDIT: SAILINGS FROM JUNE 12-JULY 31  
AVAILABLE THROUGH JUNE 10, 2020**

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

**47. 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

**48. 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.

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

This offer is available only through June 10, 2020; therefore, your client must opt-in by this date or an automatic refund of the pre-cruise purchases will be issued.

**50. How is the value being calculated for my client's 125% Onboard Credit?**

The new Onboard Credit is based on the amount paid, excluding any previously applied Onboard Credits, and will be based on a per person value.

**51. When does the new Onboard Credit expire?**

Guests have until June 10, 2020 to opt-in for the Onboard Credit. Once it is issued, the credit will be valid for use on sailings through April 2022.



**52. Does the Onboard Credit have to be used on the same future sailing as the Future Cruise Certificate?**

No, your client can use their Future Cruise Credit on one sailing and their Onboard Credit on another.

**53. If my client elects to take advantage of Lift & Shift, are they eligible for the 125% Onboard Credit?**

At this time, the elevated onboard credit offer is only applicable to those guests who opt for the Future Cruise Credit. Unfortunately, Lift & Shift bookings do not qualify.