

ENHANCED ONLINE CHECK-IN



Royal Caribbean® is excited to announce that your clients' online check-in process is about to get a whole lot easier! To create their Set Sail documents prior to cruising, now they'll enjoy an improved, intuitive design along with a streamlined experience. That means less time inputting data — and more time getting excited for their adventure. In fact, the following new features will cut down the check-in process by 25%:

- Fewer steps needed for check-in completion
- Option to check in one person or your entire party simultaneously
- Ability to edit previously entered information without repeating any steps
- Easy add-guest or remove-guest functionality from check-in process
- The ability to stop and save at any point
- Easily pick up where you left off on either the website or the Royal Caribbean mobile App check in
- Convenient digital SetSail pass for mobile use at terminal while using the Royal Caribbean mobile App

Plus, stay tuned as we announce even more great features to further expedite online check-in and boarding procedures.

Encourage your clients to experience the enhanced online check-in today!
Visit LoyalToYouAlways.com/guestinnovations for more updates



FREQUENTLY ASKED QUESTIONS

Online Check-In

1) How does the new Online Check-In web experience benefit our clients?

The new Online Check-In process on www.royalcaribbean.com 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 is a Universal Guest Account?

The Universal Guest Account provides guests with a single account (username and password). It will allow guests to check-in, view their upcoming cruise details, and view past cruises. For more information, visit: <https://loyaltoyoualways.com/service/guestinnovations/>

3) How can my client access the new Royal Caribbean Online Check-In?

Guests must first sign into their Universal Guest Account at www.royalcaribbean.com/account/signin. 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 want to check-in. By ensuring the guest's correct email address is within the booking, the guest will receive an email inviting them to check-in.

4) When can my client check-in prior to their cruise?

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

5) Who is eligible to check-in online?

To complete Online Check-in, the logged in user must be at least 21 years of age. Guests under 21 years old must travel with an adult.

6) Who can check-in a Guest?

Once signed into their Guest Account, guests can check-in any for any guests on reservations linked to their Guest Account. When the guest clicks "Start check-in" next to a reservation, they will be taken to the Online Check-in landing page. Once there, they will see all reservations and guests sailing on the same ship and sail date. All Guests under the Reservation are displayed on the screen and guests can select any guest to check-in. Guests can add, or link, any reservation to their Guest Account by providing guest's Last Name, Reservation #, and Date of Birth.

7) What can my client do if the Reservation is locked?

The guest will receive a message that a reservation is locked when another user is accessing the reservation. This error message also displays if the Online Check-In session was terminated by closing the browser session. A reservation locked due to the closing of the browser session, will be unlocked in approximately 20 minutes, so please simply wait and try again.

8) How can my client check-in a minor?

A signed in user can check-in a minor if minor's reservation is linked to signed in user's account. The Cruise Ticket Contract can be accepted for all guests being checked in.

9) What languages are supported on the new Online Check-In process?

Guests can select the following languages to check-in: English, Spanish, or Portuguese. More languages are scheduled to be added in the future. To change the language preference, select "My Account" from the top menu and then click on the language that is currently selected. A pop-up window will display allowing the Guest to choose either English, Spanish, or Portuguese.

10) Can my client 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 off their SetSail Pass would then need to reprint.

11) What if my client's Last Name, First Name, and Middle Name that appear in Online Check-In do not match travel documents?

For successful check-in, the Guest's Last Name, First Name, and Middle Name must match their legal travel documents. If they do not match, the guest must contact their Travel Partner to assist with editing these fields in their reservations. Travel Partners can correct the name by using our automated reservation system Espresso, or by calling our contact center. Legal names should be used on the Booking & the Universal Guest Account.

12) Can my client enter their Crown and Anchor Society Number during check-in?

Yes, the system will validate the Crown and Anchor number entered by matching the Last Name, First Name, and Middle Name entered during online check-in. If Crown and Anchor number or name is entered incorrectly user will receive an error.

13) What format should my client use to enter dates?

MM/DD/YY is the format used for all dates and for all markets.

14) How is Travel Document information populated?

The drop-down menu for "Document Type" is dynamically populated based on guest's Citizenship and Itinerary.

15) Is providing a photo mandatory during Online Check-In?

No, Guests will choose whether or not to provide a photo during Online Check-In. At this time, the option to provide a photo will only be available for the *Allure of the Seas*. The photo is used for the SeaPass card and for security purposes on board. If Guests on the *Allure of the Seas* do not provide a photo during Online Check-In, they will need to take a photo at the terminal/port check-in before boarding the ship.

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

Yes, all purchases and services must be paid for using an onboard expense account. 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 a group or a separate payment method can be set up for each individual. A guest is able to enter a credit card and grant access for multiple guests to use that card.

17) Can Guests select an arrival time during check in?

Some of our ships allow guests to select an arrival time. All guests being checked in on the same online session, will be assigned the same arrival time. Guests can still select different arrival appointments for different people, but that needs to be done through multiple sessions.

18) Does the Guest have to check-in all guests at the same time?

The Guest doing the check-in has the option to check in for all or just one at a time. They can complete one and come back and finish the other guests at a later time.

19) Will it retain the information if you stop part way through the check-in process?

Yes, a Guest can stop and save throughout the check-in process. They first need to finish the section they are currently on, then they can save and exit. Now they can log back in and finish their check-in at their convenience. On the *Allure of the Seas*, Guests will have the option to check-in via the Royal Caribbean International app and finish it there.

20) Can a Guest accept the Cruise Ticket Contract for anyone on linked reservations?

Yes, a Guest can accept the Cruise Ticket Contract for any other Guest(s) on a reservation linked to their account.

21) How many reservations can a guest check-in for?

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

22) Who should my client contact if they need further assistance regarding Online Check-In?

Please share the contact center's information with your client at 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.