

# FREQUENTLY ASKED QUESTIONS

## Innovations: Guest Digital Experience

- 1. What is the goal of the universal guest account?** We are enhancing today's guest account to deliver many capabilities of our digital cruise experience, to simplify the guest experience online and to allow guests to quickly access features and information. Vacation is supposed to be fun so we don't want technology or lengthy process flows to get in the way.
- 2. What can this login be used for?** The one login can be used for Royal Caribbean and Celebrity Cruises apps and websites. We are putting all of your clients' essential cruise information in one place. It will bring them everything they need from loyalty (Crown & Anchor) information, personalized itineraries and details – all with just one account login.
- 3. What security precautions have been taken when launching this?** Security and account sensitivity is extremely important and something we pride ourselves on. We have simplified and strengthened our account security and password reset processes – so your clients' information is safe and easily accessible.
- 4. When can I see these changes?** Guests may experience new functionality while it is being trialed beginning as early as March 7, 2018 who have upcoming reservations.
- 5. Are there other enhancements I can expect to see in the coming months?** We are working hard to improve more elements of your clients' digital experience. To give a sneak peek. Other enhancements include the ability to book anything imaginable from a smart phone and more. Stay tuned for more updates.