



ROYALUP FAQs

Q. Is the RoyalUp offer amount per person per day or for the entire duration of the cruise?

A. The RoyalUp offer amount is per person for the entire duration of the cruise. Offers are based on two occupants per stateroom - only the first and second guest will be charged.

Q. Does the RoyalUp upgrade include any additional promotions?

A. The upgrade does not include any additional promotions. However, you get to keep whichever promotions you already have.

Q. How do RoyalUp offers work if I am part of a group or traveling with another reservation?

A. Each offer is considered individually, Royal Caribbean International® (RCI) cannot guarantee that all reservations traveling together will be upgraded. Under the circumstance that all reservations are upgraded, RCI cannot guarantee that all the upgraded cabins will be close together.

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*Royal Caribbean reserves the right to not accept any bid regardless of offer amount or stateroom availability. Availability of upgrades is limited and is made at the sole discretion of Royal Caribbean. We reserve the right to accept any bid from the time it is submitted to the departure date and time. Bids are based on double occupancy. Only the first and second passenger on the reservation will be charged. Once your bid is accepted, the upgrade amount paid is final and non-refundable. The upgrade does not include any additional promotions. Current promotions on the reservation will not be altered. Royal Caribbean cannot guarantee a specific cabin number assignment within the upgraded category. Your cabin number will depend on space availability and cannot be changed. ©2020 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas. 18065216 • 11/19/2018

Q. When would my client be notified if they are eligible to participate in the RoyalUp bidding?

A. If they're booked on an eligible sailing, they will receive an email between 45 and 75 days prior to sailing with instructions on how to bid. Make sure they're signed up to receive our communications via <https://secure.royalcaribbean.com/dealsandmore/signup/email.do>.

Q. Can I reject the RoyalUp upgrade after it is accepted?

A. No, once your bid is accepted, your card will be charged immediately, and the upgrade amount paid is final and non-refundable.

Q. What happens with the promotions I already have if I am upgraded through RoyalUp?

A. You get to keep the promotions you already have based on the stateroom category originally booked. However, no additional promotions will be added to your reservation.

Q. Can I choose the location or specific features of the RoyalUp upgrade cabin?

A. No, your cabin location and attributes will depend on availability. RCI cannot guarantee a specific cabin number

Q. How much do I bid through RoyalUp if my reservation includes more than 2 guests?

A. If your reservation includes multiple guests (between 2 and 5 passengers), the offer amount submitted will be per guest but only for the first and second guest on the reservation.

Q. Can I modify or cancel my RoyalUp offer after I submit it?

A. You may modify or cancel your offer up until 2 days prior to departure, provided that your offer has not already been accepted by RCI and provided your credit card has not been charged.

Q. When will I know if my RoyalUp offer got accepted?

A. Your offer can be accepted anytime from the moment it is submitted up until 2 days prior to voyage departure.

Q. My client hasn't received an email and they're within 45 days to sailing, what should they do?

A. If they haven't received any notification regarding their eligibility to upgrade, they should first confirm that they've signed up to receive communications from Royal Caribbean <https://secure.royalcaribbean.com/dealsandmore/signup/email.do>. Once they've done that, please advise them to visit <https://www.royalcaribbean.com/experience/cruise-room-upgrade> where they can provide their last name and booking number to see if they are eligible.

Q. How will I be charged for a RoyalUp upgrade if I am a single guest?

A. You will be charged based on double occupancy.

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Q. If I have two reservations can I bid only once through RoyalUp and if accepted, cancel the second reservation and move the guests into the upgraded cabin?

A. No, if you have two cabins you will need to submit two separate bids and they will be considered independently. RCI cannot guarantee that both reservations will be upgraded. In the case that one of the reservations gets upgraded, you cannot move the other guests into the upgraded cabin. All reservations cancelled within the penalty period will be subject to cancellation fees.

Q. Why did I or someone I'm traveling with not receive an invite to bid on a RoyalUp stateroom upgrade?

A. To receive an email invitation to bid on a stateroom upgrade guest must be opted-in to RCI Marketing e-mails. To opt-in, to receive emails guests can sign up on our website, opt-in through the online check in process or within My Reservations section of website.

Q. If I am upgraded to a higher category stateroom with RoyalUp, will I have to pay a gratuity amount based on the new upgraded category?

A. Yes, by upgrading to a higher stateroom category, each guest in the booking may be subject to a higher gratuity amount. The Offer Amount does not include the higher gratuity. If the Offer is accepted, the difference between the original and upgraded stateroom gratuities (if applicable) will be automatically applied to all guests (the "Additional Charges").

Q. If my RoyalUp offer is accepted, will I earn Crown & Anchor points at the rate associated with my upgraded stateroom category?

A. No. Accepted offers will earn CAS points at the original stateroom category purchased, and not the category of the upgraded stateroom. The terms and conditions of your original cruise booking will remain in effect following the acceptance of an Offer, including Crown & Anchor Terms and Conditions. The best way to earn points quickly is to purchase the upgraded cabin category in your original booking.

Q. Are the RoyalUp upcharges commissionable?

A. Yes, based on the commission percent on the booking. At this time, the only exception is for bookings that reserve under a net price code which will not earn commission on the upcharge.

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