

Royal Caribbean Gratuity Increase: FAQs

- 1. Why was the decision made to increase gratuities?**

Royal Caribbean is constantly reviewing our competitive environment and this adjustment positions us in-line with our competitors. The additional gratuity collected will be disbursed to our onboard crew.
- 2. What changes can be expected as a result of Royal Caribbean's decision to increase suggested gratuity guidelines?**

The suggested daily gratuity rate is being increased by \$0.55 per guest. For standard inventory, new gratuity guidelines will increase from \$12.95 to \$13.50 per guest per day, while Suites will change from \$15.95 to \$16.50 per guest per day. Standard inventory is defined as Junior Suite, Balcony, Ocean View, and Interior staterooms; while Suites are inclusive of Grand Suites and above.
- 3. When will the gratuity increase take effect?**

For both new and existing reservations, the adjusted gratuity amounts are effective as of April 14th, 2016 for all sailings departing on-or-after May 1st, 2016.
- 4. If my clients sail prior to May 1st, 2016, will the adjusted gratuities affect them?**

No, the new suggested gratuity amounts are not applicable for sailings departing before May 1st, 2016.
- 5. If my clients booked prior to the announcement of the gratuity increase, but did not opt to prepay gratuities, do the new guidelines apply to my clients?**

Royal Caribbean will not adjust the gratuity amounts for any bookings that sail prior to May 1st, 2016. Pre-existing bookings confirmed on sailings departing on-or- after May 1st, 2016 will not be subject to the increased guidelines as long as gratuities are prepaid prior to April 14th, 2016. Should guests opt not to prepay the gratuities prior to this date, they will be subject to the new suggested gratuity amounts.
- 6. Do the adjusted gratuities apply to both group and individual reservations?**

Yes, regardless of reservation type, all guests sailing on-or-after May 1st, 2016 are subject to the new suggested gratuity amounts.
- 7. Will groups booked prior to the effective date of April 14th, 2016 be protected?**

Regardless of booking date, all group reservations that sail prior to May 1st, 2016 will not be impacted by the new suggested gratuity rate. In addition, all named group bookings that have opted to prepay gratuities prior to April 14th, 2016 will also not be affected. For unnamed group space held prior to April 14th, 2016 and sailing on-or-after May 1st, 2016, the gratuities will be subject to the new suggested amount for all guests added to the group on-or-after April 14th, 2016. Contracted group space will be subject to the terms of the agreed upon contract.
- 8. Will prepaid gratuity amounts be protected for individual bookings transferring into an existing group, regardless of transfer date?**

Yes, when transferring an individual booking into a group, previously confirmed gratuity amounts will remain unchanged.
- 9. Are gratuities automatically added to a booking?**

No, gratuities are not automatically added at time of booking; however, if not prepaid prior to the sailing, gratuities will be automatically charged to the guests' folios once onboard.

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10. How can my clients prepay gratuities?

For your convenience as well as that of your client, you may add pre-paid gratuities to your client's booking before the sail date through the Espresso booking tool. If gratuities are not prepaid prior to sailing, they will be automatically added to the guests' folios once onboard.

11. Will the gratuity amount for bar, wine, and beverage service be adjusted at this time?

No, this component is not changing. The gratuity of 18% will be automatically added to your client's bar/beverage bill at time of purchase.

12. Are all guests required to pay gratuities?

Gratuities are at the discretion of each guest. Such guidelines serve as a recommendation to assist guests in expressing their gratitude for the outstanding service experienced during their cruise vacation from members of the dining and stateroom/housekeeping teams. For guests' convenience, Royal Caribbean automatically registers the suggested daily gratuity amount to guests' folio accounts; though guests are free to alter the amount with the onboard Guest Service team. We hope guests find these suggested amounts to be an accurate reflection of their satisfaction and are grateful for their generous recognition of the Royal Caribbean staff.

13. Should additional questions arise related to this update, who should I contact?

Your questions can easily be addressed with your local Strategic Account Manager or by contacting our Trade Support and Service contact center team. Also, be sure to reference all supporting materials posted on www.CruisingPower.com