



TRAVEL AGENT — FREQUENTLY ASKED QUESTIONS

YOUR CLIENTS CAN EARN MORE!

ONBOARD SALES NEXTCRUISESM PROGRAM

Royal Caribbean® offers your clients our best offer only when they book onboard via our NextCruise program. NextCruise offers incredible benefits such as an up to \$500 Instant Onboard Credit, reduced deposits from only \$50 per stateroom and NextCruise is combinable with the limited time N. American brand offer. NextCruise bookings are flexible until final payment and all onboard bookings are cloned from their original booking channel so you get full credit for the new booking.

At Royal Caribbean we know that Travel Agents like you are key to the success of our business and are true advocates of our NextCruise program.

As always, loyalty to our Travel Partners is our top priority. NextCruise is one of the tools we provide to help you keep your current clients and make sure your business grows with referrals. Let NextCruise take care of your existing business so you can focus on new business. Save your marketing dollars and let's lock the guest in for another Royal Caribbean cruise as it's a triple win. A win for the guest with the best offer, a win for the cruise line and a win for you!

What is the offer?

- Your clients can earn up to \$500 instant onboard credit or future onboard credit when they book their next cruise on board.
- For Confirmed Bookings (when client confirms a ship and sail date while onboard), the onboard credit structure allows up to \$500 instant onboard credit for use on the current sailing, depending on length of voyage and stateroom category chosen for the future sailing. Instant onboard credit starts at \$50 per stateroom. See grid below.

| ONBOARD CREDIT PER STATEROOM | | | | |
|------------------------------|--------------------|----------------------|-----------------------|--|
| LENGTH OF CRUISE | INTERIOR/OCEANVIEW | BALCONY/JUNIOR SUITE | GRAND SUITE AND ABOVE | |
| 5-7 Nights | \$50 | \$100 | \$200 | |
| 8-10 Nights | \$100 | \$150 | \$300 | |
| 11-14 Nights | \$150 | \$200 | \$400 | |
| 15 Nights or longer | \$200 | \$250 | \$500 | |



*THE DEPOSIT REQUIRED FOR YOUR NEXTCRUISE BOOKING IS NONREFUNDABLE IF YOU BOOK A GRAND SUITE STATEROOM OR HIGHER OR IF YOU CHOOSE THE INSTANT ONBOARD CREDIT OPTION. CHANGES FOR SUITE BOOKINGS: For Guests whose NextCruise Booking is for a Grand Suite stateroom or higher, changes made during the first thirty (30) days after the NextCruise Booking was made shall not be subject to a Change Fee but will remain nonrefundable. After the expiration of that thirty (30) day period, a Change Fee (currently \$100 per person per change but subject to adjustment without notice) shall apply. CHANGES FOR INSTANT ONBOARD CREDIT OPTION: For Guests who chose the Instant Onboard Credit offer for their NextCruise Booking (regardless of the stateroom category booked), the deposit is nonrefundable for all staterooms. Downgrades to your NEXTCRUISE BOOKING will result in an additional charge of between \$50 to \$500 on your booking and in the loss of your special promotional offer. Downgrades include booking a shorter duration cruise or booking a lower class of staterooms. Grand Suite Staterooms and above bookings require full deposit and are only eligible for Future Onboard Credit. For Guests who choose the Future Onboard Credit offer and later Downgrade their NEXTCRUISE BOOKING, the amount of that future onboard credit shall be reduced. FOR ALL GUESTS, if you change your NEXTCRUISE reservations, your booking will no longer be eligible for the special pricing/promotional offer provided to you while onboard. A NEXTCRUISE BOOKING may be combined with certain groups but would now require a full deposit and possible loss of your promotional offer and/or Onboard Credit offer. Your reservation will now be booked at prevailing rates as of the date of your requested change. Visit your Cruise Sales Team onboard for full Terms and Conditions and/or visit the Royal Caribbean website in your country of residence. 16051920 • 3/15/2017

- Deposits start as low as \$50 per stateroom, also depending on length of sailing and type of stateroom. Deposit and Onboard Credit values always match.

Does RCCL offer Open Bookings?

Yes. The guest will receive onboard credit up to \$100 per stateroom depending on length of future sailing chosen. Deposits are \$100 per person and Non-Refundable. See grid below.

| LENGTH OF CRUISE | 5-7 NIGHTS | 8-10 NIGHTS | 11-14 NIGHTS | 15+ NIGHTS |
|--------------------------------|------------|-------------|--------------|------------|
| SHIPBOARD CREDIT PER STATEROOM | \$25 | \$50 | \$75 | \$100 |

Why does NextCruise award higher Onboard Credit for Confirmed Bookings vs Open Bookings?

Our program offers incentives to guests who commit to their next cruise vacation by picking the ship and sail date. We have found that some guests go home and forget to come back to us, or forget to redeem their Open Booking. As a reward for confirming their next sailing, Confirmed Bookings are eligible for more Onboard Credit plus the ability to use it right away! This is great for both the guest and the Travel Partner and it is one of our richest offers. Travel Partners will continue to receive full credit for all onboard bookings — open or confirmed.

Does the reduced deposit of \$100 per person exist for both options?

No. Deposits for Confirmed Bookings range between \$50 to \$500 PER STATEROOM, calculated according to the length of sailing and type of stateroom booked. The reduced deposit of \$100 PER PERSON applies only to Open Bookings.

What happens if my client changes their Confirmed Booking made onboard?

Guests have the ability to change their ship and sail date up until final payment. If they chose the future onboard credit option, the OBC value will increase or decrease depending on the new length of cruise and type of category room selected (refer to OBC grid on page 1). If they chose the Instant Onboard Credit option and then later downgrade their cruise, an additional charge between \$50 - \$500 will be added to the booking. Downgrades include booking a shorter duration cruise or booking a lower category of stateroom. Additionally, changes to the original ship and sail date will result in the loss of the limited time brand offer they received while onboard, but they are eligible for the new offer at the time the changes are made. Also, NextCruise future Onboard Credit is retained while any changes are made. If there was additional brand promo OBC offered during the time they booked onboard, later changes to their booking will result in the loss of the brand offer OBC.

Can my client still purchase a Confirmed Booking for a non-sailing guest, who is NOT a Crown & Anchor Society® Member?

Yes, the same booking rules apply as previously. The guest may book up to 2 additional rooms (3 total). The key item here is that the deposit is NON-REFUNDABLE. The guest reserving the bookings onboard will receive the instant OBC amount or future OBC for every booking they make. However if they wish to cancel one of those bookings in the future, they will LOSE their deposit (non-refundable) if they selected Instant Onboard Credit.



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How many bookings can a guest purchase?

A guest may still purchase up to three Open or Confirmed Bookings per person per voyage. This can be the combination of 1 for your client and 2 for Friends, or 3 for the client, as long as their total calculates to 3 Bookings per one Guest onboard.

Are Groups and NextCruise combinable?

NextCruise bookings are NOT combinable with group standard rates or contracted group rates but ARE combinable with gap amenities and tour conductor credits. In order to move a NextCruise booking into a group, full deposit is required.

Where can I find my onboard booking?

It's easy to find all of your onboard bookings at CruisingPower.com. Select eCruiseStats -> OTAR (Onboard Travel Agency Revenue).

Report Type:
 Account Geographical

- [Guest Booking Trend](#)
- [Guest Count By Product](#)
- [Guest Sailing Trend](#)
- [Revenue Booking Trends](#)
- [Revenue By Product](#)
- [Revenue Sailing Trend](#)
- [Year Over Year Ind/Grp](#)
- [YTD/YAG - Year at a Glance](#)
- [Automation Utilization](#)
- [Brand Share Report](#)
- [eXceptional COOP Tool](#)
- [Key Metrics Report](#)
- [Key Metrics Quarterly Report](#)
- [Next Tier Commission](#)
- [Quarterly Booking Trend](#)
- [Summary by Year and Booking Type](#)

Onboard Travel Agency Revenue
(Report availability Monday through Friday 9 a.m. to 6 p.m. standard)

If a Travel Agent does not receive confirmations for onboard bookings, who should they reach out to?

It is possible you are set up for fax vs email confirmations, therefore please contact our Sales Administration team. You may request changes to your agency profile by sending an email to salesadminsupport@rccl.com.

Will the updated and enhanced forms be offered to all markets?

The new forms will be translated in all core languages and available to all international markets. Note that the Terms and Conditions will vary by international market. Please inquire locally for your market.

Where can I find NextCruise collateral and more information?

You can find everything you need at our one-stop-shop website dedicated to our valued Travel Partners, royalonboardsales.com where you can download and customize the NextCruise marketing. Also, you can visit loyaltoyoualways.com/nextcruise for even more information.



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