



# NEXTCRUISE BOOK LATER OFFER

## TRAVEL PARTNERS' FAQs

### OVERVIEW

Royal Caribbean is excited to launch a new onboard Open Booking program called Book Later to give your clients the flexibility they need to pick their next ship and sail date once they return home and still enjoy our best offer for a limited time. Our new Book Later program will be equally as rich as when your client picks their ship and sail date while onboard. We're now giving them the flexibility they need to plan their next cruise vacation and still get Royal Caribbean's best offer – up to \$600 in Savings, all whilst you still get the full commission for the onboard booking!

### FREQUENTLY ASKED QUESTIONS

#### 1. What are the new NextCruise Book Later program details?

Royal Caribbean is now allowing your clients to pay a reduced deposit onboard, return home to pick their ship and sail date and still get up to \$600 in Savings.

#### 2. How much time does my client have to take advantage of the 'up to \$600' in Savings?

Your clients will need to select a new ship and sail date within the first 2 months of the purchase date in order to enjoy the Savings. If the reservation has not converted to a ship and sail date after the 2 month period, they will not be eligible for the Savings any longer, only their deposit will be applicable to another cruise. This will be named: the offer expiration.

#### 3. What is the Savings based off of?

Our NextCruise 'up to \$600' savings continues to be based off of the length of cruise and type of stateroom selected. The value will be determined once the ship, sail date and stateroom or suite is selected.

NEXTCRUISE SAVINGS PER STATEROOM*			
LENGTH OF CRUISE	INTERIOR/OCEAN VIEW	BALCONY/JUNIOR SUITE	GRAND SUITE AND ABOVE
4-5 Nights	\$25	\$50	\$150
6-9 Nights	\$50	\$100	\$300
10 Nights or longer	\$100	\$200	\$600



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#### 4. Is there an expiration date on their deposit?

Yes, the deposit will remain valid for 1 year from the date of purchase. If the reservation has still not converted to a ship and sail date by then, the reservation will be cancelled and the deposit will be fully penalized. This will be named: the deposit expiration.

#### 5. Does my client need to sail within the 1 year timeline?

Your client has up to 12 months to pick their ship and sail date, they do not need to sail within this time frame.

#### 6. How much is the reduced deposit value?

While onboard, your clients can pay a non refundable lowered deposit of \$200 per booking regardless of the number of passengers on the booking.

#### 7. Will an additional deposit be required when a ship and sail date is selected?

For a double occupancy stateroom in a Junior Suite category or below, the \$200 will suffice until final payment. If there are more than 2 people in the stateroom then an additional non refundable deposit of \$100 per person will be collected for Junior Suite staterooms and below categories. If a Grand Suite or higher Deluxe category is booked, the full deposit will be required for all passengers on the booking when the ship, sail date and suite are selected.

#### 8. When picking their new ship and sail date, will the refundable fare be available to choose?

The Non Refundable fare will automatically be selected when converting the reservation to a specific ship and sail date. The Refundable fare is not an option with this offer.

#### 9. Are the terms and conditions of the Royal Caribbean Non Refundable fare different for Book Later reservations?

Once the ship and sail date are selected, the non refundable fare will align with our same Royal Caribbean shoreside policy which includes \$100 per person change fees and cancellation policy.

#### 10. If I pick the ship and sail date for my client within the first 2 months, will they still be able to make changes without penalty before the offer expires?

No, once they select their ship and sail date, \$100 per person fees will be incurred if any changes are made. We recommend to ensure they are committed to their next ship and sail date before you convert the booking to avoid change fees.

#### 11. How many Book Later reservations can my client make while onboard?

NextCruise will continue to extend the same quantity they are entitled to today whether they make a confirmed booking or open booking, up to 3 bookings per person that's onboard for themselves, or friends and family that may not be sailing.

#### 12. What can I do to help encourage my clients to convert their Book Later reservation to a ship and sail date before the offer expires after the first 2 months?

We recommend to connect with your client soon after they disembark and begin probing them for their next Royal Caribbean adventure. Remind your clients of the offer expiration to help encourage them to convert their booking as soon as possible to retain the rich value.



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### 13. Is there still an option to pick their ship and sail date while onboard?

Absolutely! If your clients have an idea of when and where they want to go, our NextCruise experts will continue to help secure their new booking details. This new Book Later Reservation offer will mostly benefit those new to cruise who loved Royal Caribbean but aren't sure where they want to go next, and for those who don't want to disrupt family and fun time with our team onboard for an average 30 minute consultation.

### 14. How does my client make a Book Later Reservation onboard?

The NextCruise team onboard will offer 3 ways to make a Book Later Reservation. First, they are more than welcome to sit with the NextCruise team in person and ask all the questions they need to in order to feel comfortable with the new offer. Second, the NextCruise team will have a quick and easy form to fill out for those guests that do not need any guidance from the onboard team. Third and most exciting, coming soon we will empower your clients to make a Book Later Reservation from our new Royal Caribbean app within the NextCruise section. This can be done independently from anywhere on the ship, even from the comfort of their own stateroom. Any of the above mentioned options are fast and easy and you will continue to get credit for the booking. We'll email both you and them the new booking confirmation right away.

### 15. Are there any changes to the confirmed booking program when the new Book Later program debuts?

Yes, currently we allow a 30 day grace period to make unlimited changes without penalty while deposits remain non refundable. We will now extend the 30 days to 2 months so whether they pick their ship and sail date onboard or make a Book Later Reservation, the guest has the same benefits and flexibility to decide which cruise is right for them.

### 16. What's in it for me?

As a Travel Professional, Royal Caribbean's NextCruise Book Later program will secure your client's loyalty to you because onboard we clone the EXISTING booking and send them right back to you. We'll also increase your booking volume helping you reach your goals and the best part – you'll get full commission!

### 17. What can I do as their Travel Professional to promote this new offer and ensure my clients are aware of the offer?

The most successful approach is to promote the new flexible Book Later program to your clients 1-2 weeks before they step onboard.

### 18. How do I convert the Book Later Reservation to a new ship and sail date?

Use the new reservation sent to you in order to ensure the reduced deposit is applied and also to enjoy the Savings on a new future sailing. Please do not create a new booking and then request the deposit to be transferred, this will not be permitted. Please leverage Espresso to convert the booking independently or please contact our Trade Support Team with the correct booking ID. The savings will be applied within the next 72 hours. Please remember that when selecting the new ship and sail date, if there are more than 2 people on the booking and/or a Grand Suite category or higher is selected, additional deposit will be required.



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## 19. How do I find my Book Later Reservations?

You can log-into CruisingPower and access the Insight tool under Booking Tools to identify your new bookings and those that are about to expire. If you're not already receiving Insight notifications, you can register to receive daily or weekly emails that will provide the new bookings and those about to expire, highlighting the ones that should be prioritized. Please note, Insight requires permission from your agency CruisingPower administrator.

INSIGHT			
Individual Reservations	Group Reservations	Onboard Sales	Future Compensation Leads
Individual Reservations Within 10 days	All Groups	Confirmed Bookings Open Bookings	All Leads
18 Reservations			
Search Export to Excel All Brands			
Brand	Booking ID	Offer Expiration Date	Deposit Expiration Date
Royal Caribbean	*****	20-APR-2019	20-FEB-2020
Royal Caribbean	*****	01-JUL-2018	01-MAY-2019
Royal Caribbean	*****	01-JUL-2018	01-MAY-2019

## 20. What happens to the bookings made under the previous Open Booking program?

Any open booking made prior to May 1, 2019 will be grandfathered under the old program, which includes non refundable deposits but no expiration dates and only up to \$100 in Onboard Credit per stateroom.

## 21. This is a lot of information, how can Royal Caribbean make this easy for me to remember?

We understand, so here's an easy to view breakdown of our Book Now and new Book Later programs for easy reference.

NEXTCRUISE PROGRAM OPTIONS	ONBOARD BENEFITS OF THE NEXTCRUISE PROGRAM	DEPOSIT & CRUISE FARE	NON-REFUNDABLE DEPOSIT VALUES		UP TO \$600 IN SAVINGS OFFER EXP. DATE	DEPOSIT EXPIRATION DATE	BENEFITS OF EACH PROGRAM	HOW CLIENTS RESERVE A BOOKING ONBOARD
			JUNIOR SUITE & BELOW	GRAND SUITE & ABOVE				
<b>Legacy: Book Now Reservations</b> (Pick your ship and sail date onboard)	<ol style="list-style-type: none"> <li>Reduced Deposits</li> <li>Enjoy up to \$600 in savings per stateroom</li> <li>Make up to 3 bookings per person</li> <li>Offer is combinable with most other offers.</li> <li>You get the full commission!</li> </ol>	Refundable or Non-Refundable	\$100 per person	Full deposit required	Available only while onboard	n/a — deposits do not expire for Confirmed bookings but they do follow same terms and conditions and final payment details as the brand	Lock in pricing and stateroom now with our best offer	in person consultation
<b>New Book Later Reservations:</b> (Deposit Now, Pick your ship and sail date later)	<ol style="list-style-type: none"> <li>Reduced Deposits</li> <li>Enjoy up to \$600 in savings per stateroom</li> <li>Make up to 3 bookings per person</li> <li>Offer is combinable with most other offers.</li> <li>You get the full commission!</li> </ol>	Non-Refundable only	\$200 per stateroom for double occupancy. If more than 2 people are on the booking, an additional \$100 per person is required when ship and sail date are selected.	\$200 per stateroom until ship, sail date and suite is selected, then full deposit is required.	2 months	12 months	Flexibility to decide at home and still get our best offer!	<ol style="list-style-type: none"> <li>in person consultation</li> <li>Fast &amp; Easy Form</li> <li>Coming Soon via the RC app!</li> </ol>



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