

FREQUENTLY ASKED QUESTIONS:

2021 Summer Deployment Changes

1. Why has Royal Caribbean made the decision to adjust summer 2021 deployment offerings?
Valuable feedback from travel partners and guests pointed us in this direction. Our new deployment line-up provides guests with greater variety, including a season of short Mediterranean cruises from Barcelona and more island time in the Caribbean with additional summer homeports in Tampa, FL and San Juan, Puerto Rico. Rest-assured that these new itineraries, combined with our top-notch ships and crew, will deliver an incredible vacation experience for your clients, all while applying the utmost health and safety measures both onboard and onshore.

2. My client has been impacted by these changes. What options can I present to him/her and how will I be advised of these options?
On September 23, 2020, all impacted guests and their associated travel advisor will be notified via email of: 1) the details of the deployment change directly impacting his/her vacation, 2) the compensation and alternate sailing options, where applicable, and 3) the expected timeline for completion of systematic re-accommodations.

3. When will the re-accommodation process be completed?
For all impacted itineraries:

- Individual reservations will be moved to the new ship/sailing on-or-before September 28, 2020.
- The re-accommodation of Groups with at least one (1) named reservation will be completed on-or-before October 16, 2020
- Unnamed groups will be transitioned on-or-before October 30, 2020

Please be advised that impacted reservations will be inaccessible between September 23, 2020 and the date when the re-accommodation process is complete.

4. Where applicable, are unnamed groups eligible for compensation such as onboard credit?
For those impacted by the 2021 summer deployment changes, compensation is only applicable to named business.

5. How will Travel Partner commission be impacted by these changes?
We're in this together and we know how hard you work, so commission is protected on all reservations that were paid in full prior to the redeployment announcement.

6. What if my client used a Future Cruise Credit to pay for his/her cancelled cruise?
If a future cruise credit was leveraged to pay for a reservation on a cancelled itinerary, the FCC will be reinstated for future use, under its original terms. Likewise, for impacted guests preferring to cancel in lieu of a re-accommodation offer, the reinstatement of the original FCC will occur, opening the flexibility to select an alternate future cruise of his/her choice, within the set parameters of the FCC terms.

