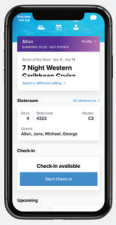
SAILING MADE EASY

Royal Caribbean App

Download our app to stay informed

Together as partners, we can ensure that your clients are taking the necessary steps for a quick, seamless boarding and cruise planning experience. From downloading the Royal Caribbean app to creating a guest account online, our technology makes it simpler than ever.

WHY SHOULD GUESTS DOWNLOAD THE APP?



MOBILE APP

✓	Contactless Online Check-In for Faster Boarding
✓	Check-In for One Guest or Entire Party Under the Same Reservation
✓	Scan Passport (Scan via app, manual entry on web)
✓	Upload Security Photo
✓	Select Required Terminal Arrival Time
✓	Complete Health Questionnaire — Available 2 Days Prior to Sailing
✓	Save Early and Book Specialty Dining, Shore Excursions & More!

WEB BROWSER

COMMUNICATIONS ARE FASTER

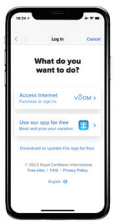
Guests receive instant app notifications about necessary action items related to their cruise.

ARRIVAL IS A BREEZE

Guests make an arrival appointment and receive their boarding pass during app check-in for faster boarding.

SAFETY BRIEFING IS EASIER

Guests should launch the Safety Briefing in the app in the terminal or once onboard. All guests must complete the Safety Briefing at their assigned assembly station in order for the ship to sail.



CONNECT TO SHIP WIFI FOR FREE

To get full access to Royal Caribbean app content or to purchase an internet plan, guests need to connect to the ship Wi-Fi once onboard. The app is free to download and use!*

*No internet package required to use the app; however in-app purchases are available

FOR MORE INFORMATION, VISIT LOYALTOYOUALWAYS.COM

BEST CRUISE LINE 20 YEARS RUNNING
OVERALL AND IN THE CARIBBEAN
Travel Weekly Readers' Choice Awards

CRUISINGPOWER

Royal Caribbean INTERNATIONAL

Due to evolving health protocols, some imagery and messaging may not accurately reflect current onboard and destination offerings, or the public health standards and government requirements that modify or limit these offerings. Onboard and destination experiences, features, itineraries, and guest conduct rules vary by ship and destination and are subject to change without notice. ©2023 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas. 23008269 • 3/27/2023

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Your clients may need additional help from you, their travel expert, to make the most of the Royal Caribbean app or online services. Here are some proactive ways to get them started.

YOUR ROLE AS A TRAVEL ADVISOR

ENTER EMAIL ADDRESS

Enter the guest's email address at the time of booking to ensure the guest receives important cruise communications

DOWNLOAD THE APP

Make sure your clients have downloaded the app and created a guest account upon booking their first reservations

LINK SAILING TO THE APP

If your clients' sailings did not auto-link with the app, help them verify that their manual link was properly established

FIELD QUESTIONS

Assist your clients with questions about check-in, the Cruise Ticket Contract and Health Acknowledgement

INTRODUCE SAFETY BRIEFING

Guide your clients to start their Safety Briefing and watch the in-app safety video on boarding day

COMPLETE SAFETY BRIEFING

Advise that all guests must complete the Safety Briefing onboard by checking into their assigned assembly station before the ship sails

USE THE APP PRE-CRUISE

Let your clients know about the great deals available for specialty dining, shore excursions, beverage packages and more — all reservable in the app

USE THE APP ONBOARD

Encourage your clients to use the app throughout the sailing for dining, activities, entertainment and onboard communications

ADVISE IMPORTANCE OF EDOCS

Once you receive email notifi cation, encourage your clients to print, read and retain their eDocs, as they may contain important details not found in other communications

INFORM ABOUT BAG TAGS

Your clients' eDocs contain a single, printable embarkation bag tag that they can duplicate as required; tags are also available at the pier

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