

Flight Finder

WE'VE ADDED SOME ALTITUDE TO YOUR

ESPRESSO

AIR2SEA
CONNECTING YOU WITH ADVENTURE
by Royal

Give your clients the best value in air travel with a benefit no other cruise line offers. If you find a lower fare within 24 hours of booking air with us, we'll credit your clients 110% of the difference to spend onboard their cruise. Enjoy peace of mind with 24/7 travel service. If there are any delays or cancellations that jeopardize your clients' travel plans, we'll work quickly with the airline to get your clients on the next available flight. Book flights now, charge your clients later with the ability to reserve select flights using the "Pay Later" option. This feature enables your clients to pay for their flights at the same time as their final cruise payment. Book Air2Sea powered by Flight Finder!



Book your clients' air today with our
Flight Finder tool on CruisingPower.com



*For full Air2Sea program details and restrictions, visit www.loyaltoyoualways.com/marketing. The Air2Sea air travel program (previously "ChoiceAir") is available to residents of the U.S. and Canada. A non-refundable service fee applies per guest. Lowest airfare guarantee restrictions apply. Royal Caribbean reserves the right to modify or discontinue any aspect of the program or to restrict its availability to any person, at any time, for any reason, and without prior notice or liability to your client. Void where prohibited by law. ©2021 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas. 17054737 • 2/1/2019

AIR2SEA Frequently Asked Questions

Q: What is Air2Sea?

A: Air2Sea provides you and your clients with the option to purchase air accommodations via our interactive website. Flight Finder on Cruising Power offers an easy, seamless & worry-free way to purchase flights in conjunction with your cruise reservation. With Air2Sea you select the airline, schedule and price that works best for your clients!

Q: How do I use Air2Sea?

A: You can confirm your air reservation by using our Flight Finder tool within CruisingPower, using the Espresso booking engine, or by contacting any of our professional specialists @ 1- 844-278-9745, 24 hours a day/ 7 days a week

Q: Why choose Air2Sea?

A: Air2Sea provides premium benefits that give your clients everything they want in airfare. It provides the best value, the assurance that the selected flights will get your clients to the ship on time, the flights will be easy to reserve, the flexibility to choose their airline and flights, and the assurance that around-the-clock support specialist is available throughout your clients travel.

Q: What are the hours of support?

A: Air2Sea specialists are available to service your needs 24 hours a day, 7 days a week.

Q: My client is travelling with an infant, do they need a ticket?

A: When travelling with an infant who is sitting on someone's lap (a child under 2) internationally, you must contact the support desk to confirm their reservation. If you are travelling domestically, you should contact the carrier to advise that your client will be travelling with an infant. If your client wants their infant to have their own seat, a full fare additional seat must be purchased for the infant.

Q: Are my clients able to check in for their flights online?

A: Check-in guidelines are determined by the operating carrier for their flights. Your clients can visit the airline's website to check-in usually within 24 hours prior to flight time. To check-in online, your clients will need the airline confirmation number which is usually displayed in the upper right hand corner of your Air2Sea confirmation.

AIR2SEA Pricing and Fees

Q: What type of airfares do you offer?

A: Air2Sea offers some of the most competitive refundable air rates in all cabins, economy, premium and first or business class (where applicable).

Q: What happens if I find a cheaper fare somewhere else?

A: Confirmed Air2Sea reservations are backed by our "Lowest Fare Guarantee." We are confident that our fares are the lowest available – however, if your clients are able to find a lower fare on any website for the same flights, we will provide your client with an onboard credit worth 110% of the fare difference. Additional restrictions may apply. Please visit Flight Finder within Espresso for complete details regarding the Lowest Fare Guarantee.



AIR2SEA Changes

Q: Can my clients change their flights?

A: Changes to your client's itinerary can be made; however, these changes are subject to any applicable airline penalties and fees.

Q: Can my clients cancel their flight?

A: Yes, your clients can cancel their flight. Cancellation penalties vary based on the type of ticket that was purchased. Non-refundable tickets will not provide a refund; however, some airlines will issue a credit for the value of the air ticket valid for one year from the date of issue. Additional fees and penalties will apply at the time of re-use. If your clients have purchased a refundable ticket, cancellations are subject to a fee with the balance refunded to the last form of payment used on their cruise reservation, if outside of the Cruise with Confidence window.

Q: What is your refund policy?

A: One of the options available with Air2Sea is refundable tickets. These tickets are less restrictive than non-refundable tickets and allow your clients to cancel. On refundable fares, your client will only be charged a fee of \$200 if they choose to cancel within the cruise final payment window.

Q: Why were my clients' flights changed?

A: Occasionally, our airline partners make changes to the times that flights operate, the type of aircraft, or even the city that flights originate from. When this happens, we will work with the airline to get your clients re-accommodated, ensuring their seamless arrival to their cruise vacation.

Q: What happens when my clients' flight is delayed?

A: Assured Arrival is our guarantee to assist your Air2Sea clients when they encounter any flight disruptions that occur through no fault of their own. We have a team of Emergency Travel Specialists standing by that proactively monitor flights and act as a liaison between our ships and our guests. This team is available to assist you and your clients 24/7 @ 800-256-6649 (domestically) or 305-539-4107 (internationally).

AIR2SEA Book Now Pay Later

Q: How will the Travel Partner know that the fare is eligible for the Book Now, Pay Later program?

A: Eligible fares will be noted in the Flight Finder results with "Pay Later" shown next to the fare type. Fares shown with a "Pay Now" next to the fare type will require payment at time of booking.

Q: Are both refundable and nonrefundable (NRD) cruise fares combinable with the Book Now, Pay Later program?

A: Yes!

Q: Are all our air fares eligible for Book Now, Pay Later?

A: No, about 10% of fares will still fall under the prior program and require payment at time of booking (even if booked by cruise final payment date). You will see a "Pay Now" shown next to air fares that require immediate payment. Don't worry, we're working to see if we can remove these non-eligible fares from the system so all fares you see are Book Now, Pay Later – stay tuned!

Q: If the Travel Partner selects a Book Now, Pay Later fare, when will payment be due?

A: The cost of airfare will be added onto the cruise amount and payment will follow cruise final payment guidelines.



Q. Why is Flight Finder asking for my credit card details when I select a Book Now, Pay Later fare?

A. If the itinerary selected departs within the cruise final payment date, payment is required at time of booking.

Q. How will I know that the flights have been confirmed without providing my clients' credit card information?

A. If a Book Now, Pay Later airfare is selected that falls outside of cruise final payment from the time of the cruise booking, the payment page will default to the Pay Later tab, allowing the user to proceed with confirming the flights, as payment is not due at this time. The travel partner will still receive the air confirmation with details of the confirmed itinerary. While not required, if the clients wish to make an immediate payment for a Book Now, Pay Later fare, the travel partner can manually select the "Pay Now" tab on the Flight Finder payment screen and proceed with processing that payment.

Q. Will I be able to choose my clients' seats on the flight?

A. No, at this time seat selection is not available within the Flight Finder application. After purchasing flights, please call our Air2Sea call center or contact the respective air carrier to choose available seats.

Q. What happens if my clients, or I, need to make a change to the booking under the Book Now, Pay Later program?

A. Clients and/or travel partners will need to contact Royal Caribbean's Air Sea Call Center (Call (844) 278-9745) to make the requested change. No penalties will be assessed if the change is made before cruise final payment date. However, the guest will be responsible for any differences in fare regardless of when the change is made.

Q. What will the pricing look like now between the refundable and non-refundable (NRD) cruise pricing when air is added?

A. The cost for air on a given flight will be the same regardless of the cruise fare booked.

Q. Will the air component be commissionable?

A. No, air is not commissionable, but your cruise fare still is.

Q. What happens if there are increases in fuel surcharges or taxes between the time I or my client books and the departure date?

A. The price is locked in at the time of booking, regardless of changes in fuel surcharges or taxes.

