



Latte is your 24/7 chat assistant on CruisingPower.com. Latte can give you the information you're looking for in a snap, with no hold times. Welcome to service in an instant. For information on everything from bookings to FCCs, thousands of you take advantage of the instant answers Latte provides. And that's a great thing, because Latte learns from your questions, so it can continually provide better and better service to all. We are excited to share some of our latest and greatest enhancements.

CHECK REFUND STATUS:

This feature is another great enhancement we know you'll enjoy! You can now quickly check the status of refunds for your clients without ever calling in to Royal Caribbean's contact centers! All that you need to do is select "Check refund status" from Latte's main menu and then enter in your client's booking ID when prompted. Latte will instantly respond with a breakdown of refunds due to your client and the most recent status for each transaction: requested, posted, or disbursed.

Also, for additional clarity, Latte will list the refunds for cruise fare and the refunds for pre-cruise planner purchases separately, so you and your clients better understand the amounts that they will be receiving back.

Here's the information I found for refunds on this booking:

Refund Status	Amount (USD)	Payment Method
Disbursed on 08/23/20	\$137.92	VA-4913
Disbursed on 07/01/20	\$200.00	VA-4913
Disbursed on 07/01/20	\$840.53	VA-4913

Below are the Cruise Planner Purchase refunds I found on this booking:

Refund Status	Amount (USD)	Payment Method
Disbursed on 06/14/20	\$230.10	VA-7789

What else can I do for you?

[Check refund status of another booking](#) [View another booking](#) [Main menu](#)

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