

## Top Tips & Insights to Assist with ...

# FUTURE CRUISE CREDITS

### FCC ISSUANCE:

**1. On average, how long does it take to issue a Future Cruise Credit (FCC)?**

The amount of time that it takes to issue an FCC can vary and is heavily dependent upon the type of FCC, as well as the volume. For Cruise with Confidence and Remaining Balance FCCs, the process typically takes no more than 2-weeks from the date of cancellation.

**2. Can the creation of an FCC be expedited for close-in bookings?**

Typically, it's much faster and easier to request an option extension for the reservation while the FCC processes. However, if the delay exceeds 2-weeks from the date of cancellation, please report to us for review and escalation.

**3. How is the value of my client's FCC determined?**

Your client's Future Cruise Credit value is based off the total cruise fare (commissionable + non-commissionable portions) paid to Royal Caribbean. Any taxes & fees, refundable air, pre/post hotels, transfers, and prepaid gratuities are excluded and were refunded to the original form of payment.

**4. How can I look up an FCC for my client? Is it the same process, regardless of FCC type?**

It's easy! Simply sign-in to CruisingPower.com. From the top navigation bar, choose "Booking Tools" from the dropdown and select "Redeem Future Cruise Credits". Click on the search icon under "Check Certificate Status" and enter the requested guest information. Once complete, click "Search". Regardless of FCC type, this process can be leveraged to locate any active certificate numbers for the guest.

**5. Do I have the ability to look up my client's FCC even if I wasn't the travel advisor assigned to the original reservation?**

Absolutely! It's not required that the agency match that of the original reservation. Simply acquire your client's prior booking information and you can search all active FCCs affiliated with the guest.

### FCC REDEMPTION:

**6. Can a Future Cruise Credit be applied as payment towards all components of a booking?**

Your client can opt to apply the FCC to cover any amount due towards the cruise fare on the booking. Please note that FCCs do not cover taxes & fees or other booking components - such as prepaid gratuities, air, pre/post hotels, transfers, RoyalUp bids, etc. Please also note, air booked through Royal is now included in eligible booking charges and can be paid with FCCs.



**7. If the value of the FCC is greater than the balance owed on the booking, what happens to the remaining funds on the FCC?**

Should the value of the FCC be greater than the balance owed, the difference will be reissued as a Future Cruise Credit. The processing of the Remaining Balance FCC can take up to two weeks.

**8. Can my client use more than one Future Cruise Credit to pay for his/her cruise fare? Is there a limit to the number of FCCs that can be applied to a guest?**

Yes. Should your client be in receipt of more than one FCC, multiple vouchers can be applied to the same guest. There is no limit to the number certificates that can be applied.

**9. Are FCCs transferrable to another individual? If so, what is the process?**

Yes. Your client can opt to request a one-time transfer of his/her FCC to another individual of choice. To complete this process, simply give us a call! Best practice is to have the new booking to which you want to apply the FCC ready – that way you don't have to call us back!

**10. I am having difficulty redeeming my client's FCC via the online tool. How should I proceed?**

Here are some helpful tips to consider when using the real-time redemption tool to apply FCCs on your client's behalf:

- Use "copy / paste" functionality from Insight or Latte, since often it's easy to confuse letters and numbers.
- Be sure to enter the entire FCC number, including 1- which is a common start for most FCCs.
- Watch for differences in names from the FCC to the Booking. These must match exactly.
- Pay close attention to the sail date and application date restrictions to be sure all qualify.
- Review any error messaging that populates, as it could be a good indicator of where the issue may lie.

**FCC POLICY:**

**11. Is the expiration date posted on a Future Cruise Credit indicative of when my client must book by or sail by?**

On a Future Cruise Credit, the expiration date indicates when the FCC must be redeemed by - or, in other words, the last date that the noted guest can book and apply the FCC. The "sail by" deadline signifies that the FCC can be applied to any qualifying cruise departing on or before the noted date.



**12. Are Future Cruise Credits interchangeable between brands?**

No. Future Cruise Credits are brand-specific and can only be redeemed on the cruise brand where the original reservation resided. FCCs from other cruise brands will not be accepted.

**13. Can FCCs be applied to bookings that are already paid in full?**

FCC's can only be applied to bookings that have eligible bookings charges which have not yet been completely satisfied.

**14. How can I view a list of pending FCCs for my clients?**

Most travel advisors have the ability to view their clients' pending FCCs via the Insight tool on CruisingPower.com. To access this tool, simply follow the below path:

*Location: CruisingPower.com / Booking Tools / Insight / Future Cruise Certificates*