

FLEXPAY

SCHEDULED PAYMENTS



Overwater Cabanas – Perfect Day at CocoCay, Bahamas

THE BEST PAYMENT SCHEDULE IS THE ONE YOUR CLIENTS HELP CREATE.

FlexPay, a scheduled payment tool within Espresso, lets your clients customize how and when they pay their reservation balance. Want to make the most of it? We've put together a list of insider tips from travel partners who've seen big results from this simple tool.



SCHEDULE Set up final payment a week prior to the official final payment date of the booking, so it is not a surprise.



SET REMINDERS Take a screenshot of the payment schedule and set up reminders in your calendar to follow up with clients a few days prior to the upcoming payment.



PROMOTE Don't be shy to promote FlexPay to your clients. It is not a loan, no interest, no credit check! Just peace of mind to you and your clients to set up final payment.



SPLIT THE TAB FlexPay is a perfect tool to use for friends/family travelling together who want to split the cruise fare. If 2 passengers travel together, each can schedule up to 5 Payments per person.



FLEX WITH GROUPS FlexPay can be set up for groups as easily as for individual bookings! You simply need to allocate payments at the guest level.

Discover the convenience of FlexPay today!




LET'S TALK IT OUT!

Wondering how best to bring FlexPay into the conversation with your clients?
We've put together an example talk track to help you. During the last part of the booking process:

STAGE ONE

BRING THE CONVERSATION TO PAYMENTS:




“As the last step in confirming your reservation, let's choose the date for your final payment — the last day to pay the full balance for your cruise. Per Royal Caribbean Policy, it is [insert length of the cruise based on below] days till sailing.”

- Cruises 5 nights or less: 60 days till sailing
- Cruises 6 nights and longer: 75 day till sailing
- Holiday sailings: 90 days till sailing



STAGE TWO

TALK UP THE EASE:




“The most effective way of doing it is pre-scheduling an automatic final payment now for a week prior to that date. At that time, Royal Caribbean will charge the balance due.

Then everything's all set!

Can I have your credit card details so that I can make those arrangements?”

STAGE THREE

WHEN THE CLIENT AGREES:



“Great! While I'm setting up your final payment, the system also allows me to split the balance due into several payments I can schedule at your convenience. **Are you interested in this option, or do you prefer to be charged the full balance due as a one single payment?”**

Discover the convenience of FlexPay today!

