



SCHEDULED PAYMENTS FREQUENTLY ASKED QUESTIONS

1. Can you have 10 payments per person on a booking?

Yes! FlexPay allows for 10 payments per booking.

2. Once you use the first 10 payments, can you add additional 10 payments?

FlexPay allows for 10 payments for the life of the booking.

3. Are the confirmation emails sent to the agent or the agency?

Confirmation emails are sent to the agency email address. If you don't have access to your agency's email, we recommend taking 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.

4. Can we print the payment schedule to send to our clients?

Yes. Within the FlexPay Schedule Payment section, click Print Price Summary and it will display all upcoming payments.

5. Why can't we send Flexpay payment confirmations to clients directly?

Per Royal Caribbean Payment Policies, we are not allowed to disclose any financial information with guests for trade bookings.

6. Can each member of the group have their own custom payment schedule?

Flexpay allows a maximum of 10 individual payments for the entire booking. However, different credit cards can be used for each individual payment, so you can determine with your clients how they would like to split the cruise fare amongst them.

7. Can we cancel FlexPay payments at any time?

You are in control of the schedule so you can cancel at any time.



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8. Can I adjust FlexPay payments?

You can schedule and adjust payments at any time that fit your client's needs.

9. What is the latest I can use FlexPay?

You can use FlexPay any time before the final payment date.

10. Is FlexPay a loan?

It is not a loan. It is a free Royal Caribbean tool that allows you to schedule final payment or split your clients' cruise fare into multiple payments. It is free, no credit check.

11. Will I receive confirmation or notification when a payment is scheduled?

The agency email address will receive a series of emails regarding FlexPay. One email will confirm the setup of the payments. Another email will be sent to notify of upcoming payments for the next day. The last email will be sent after a payment has been processed.

12. What are the requirements of FlexPay?

To be eligible for FlexPay, the booking must meet the minimum deposit requirement and be outside the final payment date.

13. Can you allocate payments for groups in FlexPay?

Yes! You can use FlexPay for groups and FlexPay will prompt you to allocate the funds at a guest level.

14. If a payment is declined, what happens to the FlexPay schedule?

An email will be sent to the agency notifying that the payment was declined. At that point, an additional payment can be added to schedule. Clients will not "lose" a booking due to a declined payment, but instead will be given the opportunity to provide new payment details.

15. What happens if the booking total changes?

FlexPay will automatically rebalance and add/subtract the difference to the last scheduled payment. Other scheduled payments prior to the final payment will not be affected by the new total amount.

16. What happens if my scheduled final payment declines?

The email notification will be sent to the agency email on file. The new credit card should be provided to arrange a final payment until 11pm EST. To avoid this, we highly recommend to set up final payment a week prior to the actual final payment date. Additionally, if you do not have access to the agency email on file, save a copy of scheduled payment calendar when you set up the schedule.

17. Do all 10 payments have to be used in order to use FlexPay?

No! You can schedule only a final payment, or you can split the cruise fare into up to 10 payments or any number in between.



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