



MY ROYAL CRUISE

FREQUENTLY ASKED QUESTIONS

Is My Royal Cruise a replacement for Cruise Planner and will all sailings be included in the new platform?

Other great features of My Royal Cruise include securely stored credit card information for faster purchasing, plus a weekly planner view to easily glance at their daily schedule. If they're sailing onboard Mariner of the Seas®, Symphony of the Seas®, Odyssey of the Seas®, Oasis of the Seas®, Harmony of the Seas®, Navigator of the Seas®, Anthem of the Seas®, Freedom of the Seas®, Adventure of the Seas®, Independence of the Seas®, Liberty of the Seas®, Allure of the Seas®, Ovation of the Seas®, Quantum of the Seas®, Grandeur of the Seas®, Enchantment of the Seas®, Vision of the Seas®, Explorer of the Seas®, Wonder of the Seas® departing December 4, 2022, Brilliance of the Seas® departing November 5, 2022, Spectrum of the Seas® departing November 3, 2022, Radiance of the Seas® departing November 12, 2022, Voyager of the Seas® departing November 20, 2022, and Icon of the Seas departing January 27, 2024, and beyond, they will see this new platform now, with all their existing bookings seamlessly and automatically transferred. We will steadily be adding additional ships and sailings to My Royal Cruise throughout the year, so stay tuned for additional updates. If you have clients who are booked on other ships and/or sail date ranges, they will still see the prior Cruise Planner interface when they begin planning their pre-cruise purchases. We plan to steadily expand My Royal Cruise to additional ships and sailing windows at a later date.

Does my client need a Guest Account to make purchases via My Royal Cruise?

Yes, all clients need to have or create a Guest Account in order to proceed with browsing and purchases within My Royal Cruise as this is how they will log in to complete the process. Please note that your clients must also have their own Guest Account created to browse and purchase products through our existing Cruise Planner system.

Will My Royal Cruise display promotional sales for items available to book?

Yes, the site will display promotional sales if your clients would like to book ahead as well as the onboard price.

Where can my clients view a snapshot of all their selections or reservations for their upcoming cruise?

Your clients can always view all of their reservations within the Order History section of My Royal Cruise. They can also access this information within their My Royal Cruise Calendar for a streamlined view of the exciting selections they have booked.

Can clients use a combination of onboard credit (OBC) and a credit card for payment?

Definitely — we're flexible. Your clients can use any combination of available OBCs and credit cards to complete their purchase. They can also save their payment information to expedite future purchases.

Can my clients view My Royal Cruise on their phone?

Of course, the My Royal Cruise program is mobile-friendly. They can access it by heading to RoyalCaribbean.com and clicking "Sign In" in the top right corner to access their Unified Guest Account.

My client wants to cancel something they have already purchased through My Royal Cruise. Will they receive a refund?

Yes, as soon as a paid reservation is canceled, your client will automatically be refunded in their original form of payment. Please note, refunds will be issued in accordance with product terms and conditions, as some products may be non-refundable.

Are purchases made for my clients on My Royal Cruise commissionable?

Aligned with our existing pre-cruise purchase structure, anything booked within My Royal Cruise will not be eligible for commission earnings.

Will the client confirmation emails and invoices be changing at all?

The content within your clients' confirmation emails and invoices will remain the same; they may just see an updated look and feel.



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