

# CRUISE WITH CONFIDENCE

## FAQS\*

Updated April 1, 2022

### 1. What is Royal Caribbean's "Cruise with Confidence" program? And what changes have recently been made?

Originally announced on March 6, 2020, Royal Caribbean International's "Cruise with Confidence" program provided your clients with the reassurance necessary to confidently book a cruise during the recent uncertain times. To be eligible, reservations must have **booked by March 31, 2022 on a sailing that departs on or before September 30, 2022.**

Additionally, the reservation must be active (not previously cancelled) without having previously accepted any other cancellation offers. "Cruise with Confidence" is a voluntary program designed to provide guests with different options and additional flexibility when booking a Royal Caribbean cruise.

- **Cancellation Flexibility:** Should your clients change their minds, opting-in to Cruise with Confidence offers the flexibility to cancel up to 48-hours prior to the sail date and receive a Future Cruise Credit (FCC) equal to 100% of the cruise fare paid to Royal Caribbean. If a guest does not opt-in to receive a Cruise with Confidence FCC, the cancellation policy tied to the guest's reservation at booking will continue to apply. Cruise with Confidence is available to guests booked on or before March 31, 2022 on Royal Caribbean sailings scheduled to depart through September 2022. Please note that, by requesting a Cruise with Confidence FCC, the guest waives any right to receive any refund of the cruise fare paid, even if the sailing is later canceled.
- *Lift & Shift: Effective February 1, 2021, this option is no longer available under the Cruise with Confidence program. Qualifying reservations had until January 31, 2021 to take advantage of the option to Lift & Shift to an eligible sail date next year.*
- **Best Price Guarantee:** Stick with us and your client is able to take advantage of our Best Price Guarantee policy up to 48-hours prior to their cruise vacation start date, ensuring they secure our best published rate. If our "best price guarantee" results in a decrease in the guest's cruise fare on or before the Final Payment due date, the difference will be provided in a rate adjustment. If our "best price guarantee" results in a decrease in the guest's cruise fare after the Final Payment due date, the difference will be provided to the guest in the form of a non-refundable onboard credit. Certain promotions are excluded from the offer. Our Best Price Guarantee is available to qualifying bookings on sailings departing on or before September 30, 2022. Bookings on subsequent sailings are not eligible.

If desired, guests wishing to cancel prior to the Final Payment due date can absolutely do so for a full refund of all monies paid to Royal Caribbean and receive a Future Cruise Credit equal to the amount of any nonrefundable deposit paid.

## 2. Which sailings qualify for “Cruise with Confidence”?

All active bookings confirmed on or before March 31, 2022 for Royal Caribbean sailings through September 30, 2022 (excluding Chartered sailings) are included in the Cruise with Confidence program. For contracted groups, the compensation available under Cruise with Confidence would be offered to the travel partner or direct purchaser who entered into the contract and guests would need to deal with that party directly. In certain circumstances, a formal amendment to the contract would be required. The terms of the FCC offered to a contracted group may not be the same. Chartered sailings are excluded.

## 3. What is the process for cancelling or re-accommodating my clients who have qualifying bookings?

When choosing the Future Cruise Credit:

- Please submit the booking details via the digital "Cruise with Confidence/Cancel My Cruise" form located on CruisingPower.com under Brand Programs & News and we'll take it from there – ensuring the Future Cruise Credit is processed for your clients! Please be advised that all guests in the stateroom must opt for the Cruise with Confidence FCC in order for any of the guests to qualify. For your client to be eligible for a Cruise with Confidence FCC, your request must be submitted no later than 48 hours prior to the scheduled departure date of their sailing. By submitting the request, you will have cancelled the guest's reservation effective immediately. By requesting a Cruise with Confidence FCC, you are cancelling the guest's reservation and waiving any right he/she may have had to receive any refund of the cruise fare paid, even if the sailing is later canceled by Royal Caribbean.
- Your base commission will be protected on the cancelled booking only if: (i) it is paid in full; (ii) it is subject to 100% cancellation charges; and (iii) the guest has opted to cancel and take the Cruise with Confidence FCC. If the booking is paid in full and the guest misses the cancellation deadline of 48-hours prior to the sail date and requests cancellation, full penalties will be assessed, and commission will be protected.

When a better price is available from Royal Caribbean in the guest's market:

- **On or before the Final Payment due Date:** Simply leverage your preferred booking engine to adjust to the better rate. The rate adjustment will be automatically reflected on the booking.
- **After the Final Payment due date:** CruisingPower.com supports the ability to convert your client's reservation to the best price Royal Caribbean offers in that market with just a few easy steps – Click on “Brand Programs & News / Cruise with Confidence” and enter the requested information under the “Best Price Guarantee” section. Any decrease in the rate will be provided in the form of a non-refundable onboard credit. Additionally, our contact center team is available to assist so, if preferred, please give us a call and we'll review the options.

When opting to cancel for a refund:

- If your client does not wish to take advantage of Cruise with Confidence, please use your preferred automation tool to cancel the reservation, the standard cancellation policy tied to the guest's reservation at booking will continue to apply.

## 4. Where can I locate the Cruise with Confidence digital form?

The form can be found on CruisingPower.com under Brand Programs & News/ Cruise with Confidence/ Cancel My Cruise. For further assistance, our Trade Support & Service team is happy to take your calls at 1-800-327- 2056. We appreciate your patience as longer-than-normal hold times may exist.

## 5. Will Travel Partner commission be protected?

When the guest opts for the Cruise with Confidence Future Cruise Credit (FCC):

- Yes, travel partner base commission will be protected on the cancelled booking and travel partners will have the opportunity to earn commission on the future reservation where the Cruise with Confidence FCC is applied. Please note that commission will be paid on cancelled reservations only if: (i) it is paid in full; (ii) it is subject to 100% cancellation charges; and (iii) the guest has opted to cancel and take the Cruise with Confidence FCC. If the booking is paid in full and the guest misses the cancellation deadline of 48-hours prior to the sail date and requests cancellation, full penalties will be assessed, and commission will be protected. Please note that FCC commission earnings are payable only on sailed reservations.

*\*Additionally, conditions may vary if booked through a Tour Operator. It's recommended that you reach out to the individual Tour Operator for applicable terms.*

If your clients previously opted to move to a future sailing under Lift & Shift:

- Commission will be paid on the sailed reservation and will be based on the final commissionable cruise fare. If already disbursed on the original reservation, the commission payout will follow through to the future booking and, should a price adjustment occur, will be based off the final commissionable cruise fare of the sailed booking. If the final commissionable cruise fare of the sailed booking is less and commission was already disbursed on the first reservation, the difference shall be subject to a commission recall by Royal Caribbean and Royal Caribbean will have the right to offset/deduct the difference from any other payments due to the travel partner.

When a better price is available from Royal Caribbean in-market (Best Price Guarantee):

- The standard policy applies, provided the reservations is: (i) paid in full; and (ii) subject to 100% cancellation charges, base commission will be paid on the earned, commissionable amount once the individual reservation is paid-in-full. If a price reduction after the Final Payment due date results in the generation of an onboard credit under our Best Price Guarantee, the amount of the commission payable will not be impacted by the onboard credit.

When opting to cancel for a refund:

- The standard cancellation policy tied to the guest's reservation at booking will continue to apply. Since commissions are earned only on reservations paid in full and subject to 100% cancellation charges, commission cannot be earned when the guest is entitled to a full or partial refund of the cruise fares paid.

## 6. To qualify for Cruise with Confidence, what is the last day that my client can cancel?

The Cruise with Confidence program is available to guests wishing to cancel up until 48-hours prior to the scheduled date of their cruise departure. Please reference the chart below for further clarity.

Sailing Departure Day	Last Day to Cancel
Sunday	Thursday
Monday	Friday
Tuesday	Saturday
Wednesday	Sunday
Thursday	Monday
Friday	Tuesday
Saturday	Wednesday

### **7. What will happen to my client's NextCruise onboard credit if he/she chooses to cancel?**

When choosing Cruise with Confidence, NextCruise onboard credits will be reallocated to your client's future booking. Additionally, if your client has received onboard credit as a result of a redeployment, charter, or other goodwill gesture, it will also follow them to the new reservation. If your client chooses to cancel without opting for a Cruise with Confidence FCC, the NextCruise onboard credit will be forfeited.

### **8. Do the same parameters apply to both Group and Individual reservations?**

All active bookings confirmed on or before March 31, 2022 for Royal Caribbean sailings through September 2022 (excluding Chartered sailings) are included in the Cruise with Confidence program. For contracted groups, the compensation available under Cruise with Confidence would be offered to the travel partner or direct purchaser who entered into the contract and guests would need to deal with that party directly. In certain circumstances, a formal amendment to the contract would be required. The terms of the FCC offered to a contracted group may not be the same. Chartered sailings are excluded from Cruise with Confidence.

### **9. If my group shell is blocked prior to March 31, 2022, does the entire group now qualify for Cruise with Confidence, regardless of when names are entered?**

To be eligible for Cruise with Confidence, bookings within a group must be named and deposited on or before March 31, 2022. Unnamed group shells do not apply.

### **10. What happens to the price of a cruise reservation if one guest in a double stateroom wishes to cancel, while the other guest prefers to sail?**

- On or before the Final Payment due date: If one guest elects to cancel and receive a full or partial refund of their cruise fare, pricing for the guest still wishing to sail will be adjusted to reflect the current single supplement fare.
- After the Final payment due date: If the one guest was paid in full and elects to cancel while subject to 100% cancellation charges, the remaining single-traveler's fare will remain unchanged.

### **11. Will my client's air change fees be protected?**

If your client booked refundable air travel through Royal Caribbean, change fees may be incurred and are the guest's responsibility. If your client booked non-refundable air travel through Royal Caribbean or booked air travel on their own, please reach out to the air carrier directly for assistance.

### **12. Will a refund be administered for hotel and transfer purchases?**

When electing for a Future Cruise Credit:

- If your client purchased hotel accommodations or transfers with Royal Caribbean, those charges will be automatically refunded. Purchases outside of Royal Caribbean will need to be addressed directly with the supplier.

When previously opting to Lift & Shift:

- If your client purchased hotel accommodations or transfers with Royal Caribbean, these were removed during the re-accommodation process, but, if desired and available, can be added back to the new reservation at prevailing rates. Purchases outside of Royal Caribbean will need to be addressed directly with the supplier.

### **13. Upon cancellation, will my client be credited for any pre-cruise purchases, such as beverage packages, shore excursions, etc.?**

Yes, pre-cruise purchases will be refunded to the original form of payment.

**14. Do standard Final Payment timelines still apply?**

Yes, full payment is still required at 75 days-to-sailing for cruises of 1-4 nights in length and 90 days-to-sailing for cruises of 5+ nights.

**15. Do all rate codes qualify for Cruise with Confidence?**

When opting for the Future Cruise Credit, all rate codes apply, with no restrictions. Select restricted rates are ineligible for Best Price Guarantee - including but not limited to Net rates, Casino rates, Travel Agent Friends & Family rates, Travel Agent Reduced rates, and complimentary staterooms.

**16. How are Non-Refundable Deposit bookings impacted by Cruise with Confidence?**

Non-Refundable Deposit bookings are eligible for Cruise with Confidence and follow the same guidelines. Prior to the Final Payment due date, Non-Refundable Deposit bookings wishing to change to a future, qualifying ship and sail date can do so without being assessed a change fee if the new booking is confirmed on or before March 31, 2022.

**17. Will earned Tour Conductors be protected?**

Under the Cruise with Confidence program, group Tour Conductor credits will be protected if the reservation is paid in full and subject to 100% cancellation charges. Note that the minimum required stateroom counts are still required to qualify.

**18. If my client purchased Royal Caribbean's Travel Protection program, how is it impacted when my client opts for Cruise with Confidence?**

Under our Cruise with Confidence program, the purchase of a Travel Protection program is non-refundable; however, if your client previously opted to Lift & Shift, it will carry through to your client's future reservation. If Lift & Shift was not preferred, your client can choose to make a claim with AON, though once the claim is accepted, they will not be eligible to take advantage of the Cruise with Confidence program – therefore forfeiting their FCC in place of the related insurance refund.

**FUTURE CRUISE CREDITS:**

**19. Assuming my client opts for a Future Cruise Credit, what is the redemption deadline?**

If not used on a sailing that departs on or before December 31, 2022 or within one year of the originally scheduled embarkation date (whichever is later), the Cruise with Confidence FCC will automatically expire and have no value.

**20. How is the value of my client's Future Cruise Credit determined?**

Your client's Future Cruise Credit will be equal to 100% of the cruise fare (commissionable and non-commissionable cruise fare) paid to Royal Caribbean. Any taxes & fees, refundable air, pre/post hotels, transfers, prepaid gratuities, and taxes/fees will be refunded to the original form of payment.

**21. What happens if there is a difference in cruise fare between the Future Cruise Credit issued for my client's cancellation and what they would like to book next?**

If the cruise fare on your client's new booking exceeds the Future Cruise Credit's value, your client will be responsible for paying the difference. Alternatively, if the new cruise fare is lower than the Future Cruise Credit's value, a new Future Cruise Credit (with the same expiration date) will be issued for the balance and continue to be available until the FCC expires or the balance is zero, whichever occurs first. This will create yet another great opportunity to cruise with us again!

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

No. Future Cruise Credits acquired through our "Cruise with Confidence" program are brand-specific and can only be redeemed on the cruise brand of the cancelled reservation.

**23. Will my client's Future Cruise Credit be sent directly to him/her? If so, how will travel partners be notified?**

All Future Cruise Credits will be sent directly to the affected guest, with the associated travel advisor in copy, if the guest booked through one.

**24. What if my client used a Future Cruise Credit to pay for their existing cruise and now wishes to cancel under "Cruise with Confidence" terms?**

If a Future Cruise Credit was used to pay for either all or a portion of your client's existing reservation, we are making it easy for them by combining all funds into one FCC. The value of the original FCC will be added to the new FCC at 100% of the amount redeemed on the cancelled reservation, plus the addition of any amount paid. If not used on a sailing that departs on or before December 31, 2022 or within one year of the originally scheduled embarkation date (whichever is later), the FCC will automatically expire and have no value.

**25. Are there any ships/sailings where the Cruise with Confidence Future Cruise Credit may not be used?**

FCCs issued by Royal Caribbean under Cruise with Confidence can be redeemed on any future Royal Caribbean sailing departing on or before the deadline noted on the Future Cruise Certificate. FCCs cannot be used toward a booking in a contracted group or chartered sailing.

**26. Is my client able to redeem his/her Future Cruise Credit on a holiday sailing?**

Absolutely! FCCs administered as a result of Cruise with Confidence may be used on holiday departures.

**27. Can Future Cruise Credits be used to pay for the deposit owed on my client's reservation?**

Yes. As long as the value of the Future Cruise Credit covers the full deposit amount, no additional funds will be owed until the Final Payment due date, at which time any cruise fare balance and taxes/fees must be paid using another form of payment. If the value of the FCC does not cover the full deposit amount, additional funds will be required to pay the total deposit amount. Thereafter, the remaining balance must be paid on or before the Final Payment due date.

**28. What happens if my client placed a deposit on a new booking and the FCC that is issued is valued at more than the value of his or her cruise?**

Once the request is received, we will apply the Future Cruise Credit to your client's reservation. Your client's deposit can be used towards any taxes/fees, pre-paid gratuities, or travel protection. If the FCC has any additional value after application, the balance will be reissued as a new FCC bearing the same expiration date as the original FCC.

**29. Can my client use more than one Future Cruise Credit to pay for his/her cruise fare?**

Yes. Should your client be in receipt of more than one FCC that was generated as a result of our suspension of sailings or our Cruise with Confidence program, a recent enhancement now allows multiple vouchers to be applied to the same guest. Non-Refundable Deposit FCCs issued as part of the Cruise with Confidence program (issued after March 13, 2020) are also eligible. All other FCC types must be used independently and cannot be stacked.

**30. Are Future Cruise Credits applicable to existing bookings or do only new reservations qualify?**

Ideally, future Cruise Credits should be used on new bookings; however, we understand that your client may have already made a new booking with the deposit paid in anticipation of receiving the FCC. Your clients can opt to apply the FCC to cover any amount due towards the cruise fare on an existing booking. FCCs cannot be used to obtain a refund. Please note that FCCs do not cover taxes & fees or other booking components - such as prepaid gratuities or transfers and only one Future Cruise Credit may be used by each person on the reservation.

**31. If my client has a unique scenario, specifically related to the redemption of their Future Cruise Credit, is there a process that I should follow to assist in servicing such requests?**

We understand that there may be one-off scenarios that need special attention or unique consideration. Most of these situations can be addressed by our contact center team members as they have been trained accordingly. As a reminder, those inquiries can be directed towards our Individual Reservations team at 1-800-327-6700 or Group Reservations at 1-800-327-2055, depending on the booking type. If you have a truly unique situation, we also have a special support team at (800) 529-6918 set up to assist.

**32. 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.

**LIFT & SHIFT:** *(Expired as of February 1, 2021)*

**33. If my client booked prior to February 1, 2021, is he/she eligible to Lift & Shift at any point prior to sailing?**

*Guests were eligible to move their reservation under the Lift & Shift guidelines through January 31, 2021 to sailings departing through April 2022 only. After that point, Lift & Shift expired and is unavailable.*



**34. Will my client's add-ons (such as air, transfers, and hotel) and pre-cruise purchases (such as beverage packages, shore excursions, etc.), follow to the future ship/sailing?**

*No. All add-ons and pre-cruise purchases were removed during the re-booking process and can be added to the future reservation at prevailing rates, if desired.*

**35. Is there a limit to the number of times my client can Lift & Shift their reservation?**

*Yes. A guest was able to reschedule a sailing under "Lift & Shift" only one time. Once the Lift & Shift option was applied, the guest is unable to change the ship or sail date again without losing the original cruise fare and promotion. An exception to this rule is when a booking shifts to a new sailing and then is suspended with Lift & Shift as one of the options for compensation.*

**36. Are taxes & fees protected under Lift & Shift?**

*No. Under the Lift & Shift program, taxes & fees were adjusted to reflect the charges associated with the new sailing. Taxes & fees from the original sail date were not protected.*

**37. If my client's reservation had passed the Final Payment due date when they opted to Lift & Shift, how are applicable cancellation penalties treated?**

*If the original sailing was subject to cancellation charges (as determined on the day the booking is moved), the cancellation charges incurred based on the prior cancellation schedule will follow the booking to the new sailing. Assuming that your client sails as planned, there is no impact. However, if the guest subsequently cancels his or her booking on the later sailing, the cancellation charges to be assessed will be the cancellation charges incurred: (i) under the original booking's cancellation schedule; or (ii) under the cancellation schedule for the later sailing, whichever is greater.*

**38. Upon re-booking my client under Lift & Shift, which penalty schedule applies?**

*Upon moving your client from the original sailing to a qualifying future sail date, an updated payment schedule, to reflect that of the future sailing, was automatically populated on your client's reservation, as well as on associated invoices.*

**BEST PRICE GUARANTEE:**

**39. For price adjustments within Final Payment, are the Onboard Credits refundable?**

*No. The Onboard Credit earned as a result of a reduction in price is non-refundable.*

**40. Can I leverage automated tools to take advantage of Best Price Guarantee?**

- **On or before the Final Payment Due Date:** Simply leverage your preferred booking engine to adjust to the better rate. The rate adjustment will reflect automatically.
- **After the Final Payment Due Date:** A recent CruisingPower.com enhancement now supports the ability to convert your client's reservation to the best price Royal Caribbean offers in that market with just a few easy steps – Click on "Brand Programs & News / Cruise with Confidence" and enter the requested information under the "Best Price Guarantee" section. Any decrease in the rate will be provided in the form of a non-refundable onboard credit. Additionally, our contact center team is available to assist so, if preferred, please give us a call and we'll review the options.



**41. Will a price reduction automatically reflect on my client's reservation?**

No. Pricing will remain unchanged on all bookings unless a request is made to adjust the rate to a more favorable one under our "Best Price Guarantee."

**42. If my client opts for a lower rate under Best Price Guarantee, is he/she still eligible for promotional onboard credits previously confirmed on the reservation?**

When electing to take advantage of Best Price Guarantee, it's required that your client accept the terms of the new rate, discontinuing all prior promotional offerings. In this instance, the previous onboard credit is no longer eligible and will be replaced with the terms of the newly selected rate code.

**43. If my client opts for a lower rate under Best Price Guarantee, will my commission be impacted?**

When adjusting to a lower rate after the Final Payment due date and provided the booking is paid in full, we've got you covered as your commission payout will not be affected by the change. On or before the Final Payment due date, if your client's cruise fare is reduced, your commission will be adjusted to reflect the new commission amount based on the lower cruise fare.

**TEMPORARY POLICY RELIEF**

For sailings departing through May 31, 2022:

- 180/120 days to sailing group touchpoints have been temporarily waived
- Final Payment deadlines moved to 30 days prior to sailing (*excluding Singapore departures*)

For sailings departing June 1-30, 2022:

- Final Payment deadlines moved to 60 days prior to sailing (*excluding Singapore departures*)

For Q2 & Q3 2022 sailings:

- The 180 days-to-sailing group touchpoint has been temporarily waived, allowing the ability to hold space until 120 Days-to-Sailing.

**44. Why was the decision made to relax some of the normal policies?**

The temporary relief to our standard group review policies will allow greater flexibility during these uncertain times to better accommodate your group business departing through September 2022.

**45. Do I need to opt-in to this program?**

No. Your space will automatically be updated to reflect these new policies for qualifying sailings.

**46. Are contracted groups and charters included in these updated group checkpoint policies?**

No. Contracted groups and charters are excluded from this policy adjustment as they have unique payment schedules.

*\* See full terms & conditions of Royal Caribbean International (RCI) "Cruise with Confidence" program for additional details. In the event of a conflict between those terms and conditions and the terms of this FAQ, the full terms and conditions shall govern.*