

CRUISE WITH CONFIDENCE FAQs

1. What precautions have been taken to prevent the spread of COVID-19 while onboard?

Once Royal Caribbean and Celebrity Cruises resume operation on June 12, 2020, we will continue to thoroughly sanitize all terminal and ship access points before and after all sailings. In addition, over and above the normal procedures, we will continue to extensively clean high-traffic areas onboard, including restrooms and public areas. Daily announcements will be made to remind guests to wash their hands often, use recommended coughing etiquette, and report any illness symptoms immediately. Also, additional medical staff has been added and will provide complimentary medical consultations during each sailing if needed.

2. Do all sailings qualify for “Cruise with Confidence”?

On March 6, 2020, Royal Caribbean and Celebrity Cruises' new Cruise with Confidence policy was introduced and included sailings departing on-or-before July 31, 2020. As of March 30, 2020, the sailing window was expanded through September 1, 2020.

3. How long will my client have to redeem his/her Future Cruise Credit?

All Cruise with Confidence Future Cruise Credits must be redeemed on-or-before December 31, 2021 on sailings departing on-or-before December 31, 2021. Please note that Cruise with Confidence Future Cruise Credits cannot be redeemed on the sailing where it was previously issued; Only future sail dates qualify for FCC redemption.

4. What is the process for cancelling or re-accommodating my clients?

Should your clients be interested in cancelling and opting for a Future Cruise Credit, please submit the booking details via the digital Cruise with Confidence cancellation form on CruisingPower.com or LoyalToYouAlways.com and thecelebritycommitment.com. We'll take it from there – ensuring the Future Cruise Credit is processed for your clients and also the commission earnings protected for you! Please be advised that ALL guests in the stateroom must opt for Cruise with Confidence in order to qualify.

If your client does not wish to take advantage of the Cruise with Confidence policy, please use your preferred automation tool to cancel the reservation. Standard cancellation policies will apply.

5. Where can I locate the Cruise with Confidence digital cancellation form?

The NEW cancellation form can be found on CruisingPower.com under “Brand Programs & News” and complete the requested information. In addition, the form is also housed on LoyalToYouAlways.com under News or direct access through <https://loyaltoyoualways.com/service/cruisewithconfidence1/>. It is also available for direct access through http://thecelebritycommitment.com/Cruise_with_Confidence.html. For further assistance, our Trade Support & Service team is happy to take your calls, though we appreciate your patience as longer-than-normal hold times are likely.

Royal Caribbean: 1-800-327-2056 & Celebrity Cruises: 1-800-437-3111

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

Your client's Future Cruise Credit will be reflective of the Cruise fare (Cruise + Non-commissionable Cruise Fare) amount paid, less taxes & fees. Air, Pre/Post Hotels, transfers, etc. will be refunded to the original form of payment.

7. Will Travel Partner commissions be protected for guests who choose to cancel their existing reservation?

Yes, travel partner commission will be protected on both the cancelled booking and the future reservation where the correlating Future Cruise Credit is applied. Please note that commission protection will only occur on cancelled reservations that are paid in full, fall within the final payment window, and where guests have opted to take advantage of the Cruise with Confidence FCC option. If a guest misses the cancellation deadline of 48-hours prior to the sail date and requests a late 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.*

8. What if my client prefers to change the ship and sail date instead of cancelling?

Guests outside of final payment can certainly opt to change their ship and sail date. If your client booked a Non-Refundable Deposit fare, the change fee will be waived for sailings through September 1, 2020.

9. Within Final Payment, can my client change his/her ship and sail date instead of opting for a Future Cruise Credit?

We're happy to hear that your client has already planned their future cruise with us! Unfortunately, we won't be able to change the ship and sail date within the Final Payment period. What we can do is create a new booking and apply your client's Future Cruise Credit upon receipt.

10. What will happen to my client's NextCruise or Celebrity Passages onboard credit if my clients choose to cancel?

When choosing Cruise with Confidence, NextCruise or Celebrity Passages onboard credits will be re-added to your client's booking if they opt to change their ship and sail date. Should they choose to cancel with Cruise with Confidence, it will be applied to the new reservation, upon rebooking. 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 booking. If your client chooses to cancel without opting for Cruise with Confidence, the onboard credit will be forfeited. Any promotional onboard credits will be forfeited.

11. If my client is not interested in a Future Cruise Credit and simply wishes to cancel for a refund, what are the options?

Guests wishing to cancel prior to final payment can absolutely do so for a full refund of all monies paid to-date, and the nonrefundable deposits will be returned in the form of a Future Cruise Credit. After final payment, the standard cancellation penalties apply for those guests not interested in taking advantage of the Cruise with Confidence policy.

12. 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 the difference. Alternatively, if the new cruise fare is lower than the Future Cruise Credit's value, a new Future Cruise Credit will be issued for the balance, opening yet another great opportunity to cruise with us again!

13. Are Future Cruise Credits interchangeable between brands?

Future Cruise Credits acquired through our "Cruise with Confidence" policy are brand-specific and can only be redeemed on the brand where the cancellation occurred.

14. Do the same parameters apply to both Group and Individual reservations?

At this time, Individual and named Group reservations qualify for the same "Cruise with Confidence" guidelines. Contracted group eligibility may vary, and, at this time, chartered sailings do not apply.

15. Will my client's air change fees be protected?

If your client secured air accommodations through our internal air program and now wishes to alter his/her plans, they can do so with confidence! Our team will handle all re-accommodations and we'll cover any change fees. Should any additional charges be incurred, please keep in mind that your client will be responsible for this portion. If air was booked independently, please contact the air carrier directly for assistance with cancelling or changing your client's flight accommodations.

16. What about hotel and transfers? Will I receive a refund for those?

If your client purchased hotel or transfers with Royal Caribbean, they will be refunded. Anything purchased outside of Royal Caribbean will need to be addressed directly with the supplier.

17. Do standard Final Payment timelines still apply?

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

18. Do all fare codes qualify, including Non-Refundable Deposit fares?

Yes, there are no restrictions to any rate codes.

19. How are Non-Refundable Deposit bookings impacted by this policy update?

Non-Refundable Deposit bookings for Royal Caribbean and Celebrity Cruises sailing on-or-before September 1, 2020 are eligible for this temporary policy change and follow the same guidelines. Prior to the Final Payment deadline, Non-Refundable Deposit bookings wishing to change to an alternate ship or sailing can do so with no fee assessed - the change fee will be waived.

20. Upon cancellation, will my clients 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.

21. Can my client choose to carry promotional amenities or value adds from their cancelled reservation to their future booking?

At time of cancellation, all promotional offers, amenities, and value adds are removed and will not carry-over to future reservations. Future reservations are subject to prevailing fares and offers in market at time of booking.

22. What happens if one guest in a double stateroom wishes to cancel, while the other guest prefers to sail?

The guest wishing to cruise can absolutely do so as a single traveler, with no change in cruise fare. Please follow the Cruise with Confidence guidelines to ensure the cancelled guest receives their preferred option.

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 impacted guest, with the associated travel partner in copy.

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 leveraged to pay for either all or a portion of the existing reservation, we are making it easy for your client by combining all funds into one voucher. The value of the original FCC will now be added to the new FCC at 100% of its original value, plus the addition of any amount paid by the guest. Regardless of the original FCC’s expiration date, the new FCC is valid through December 31, 2021, at which time all unused funds will expire.

25. To qualify for the new Cruise with Confidence policy, what is the last day that my client can cancel?

The Cruise with Confidence policy applies to all guests wishing to cancel up until 48-hours prior to their date of 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 |

26. Will earned Tour Conductors be protected?

Under the Cruise with Confidence program, group TCs will be protected, though the minimum required stateroom counts are still required to qualify.

27. Are there any ships/sailings where the Cruise with Confidence Future Cruise Credit is ineligible?

The FCC can be redeemed on any future sailing departing on or before December 31, 2021 of your client’s choice, as long as it remains on the brand originally purchased. The FCC cannot be used to repurchase the same ship/ sailing where the original booking cancelled.

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 my 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, it will be reissued in a new FCC.

29. Are Cruise with Confidence Future Cruise Credits applicable to existing bookings? Or do only new reservations qualify?

Future Cruise Credits should be used on new bookings; however, we understand that your client may have an existing booking with the deposit paid in anticipation for the certificate amount. Your clients can opt to apply the FCC amount to cover any amount due towards cruise fare on the booking. Please note that FCCs do not cover taxes & fees or other booking components - such as prepaid gratuities or transfers. Should the value of the FCC be greater than the balance owed, the variance will be reissued in the form of a new Future Cruise Credit.

TEMPORARY INVENTORY POLICY UPDATE

30. What led to Royal Caribbean and Celebrity Cruises relaxing their policies around certain inventory checkpoints and name changes?

These temporary updates to our policy will allow for our valued trade partners to hold onto space further into the booking window on 2020 sailings. Our trade partners and their business are critical to our success and we want to allow for maximum flexibility.

31. What sailing window does this affect?

All 2020 departures are eligible; both existing and new reservations qualify. Existing bookings will be automatically updated to reflect these new terms. Inventory on sailings departing in 2021 and beyond is subject to our existing payment schedules.

32. Do I need to opt-in to this program?

No, your space will automatically be updated to reflect these new policies for remaining 2020 departures.

33. What happens if my group space on a 2020 sailing drops?

Royal Caribbean and Celebrity Cruises are updating backend processes on their sides to remove these checkpoints, so no action is needed from you.

34. What happens if I already had groups pass the 180/120-day checkpoints on 2020 sailings?

As this is a backend process that went into effect March 30, 2020, groups that have already passed the 180/120-day checkpoints will not be reinstated. However, you are welcome to transfer additional space into these groups at prevailing rates.

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

No, contracted groups and charters are excluded from this policy as they have different payment schedules.

36. Will I be able to update the names on my clients' bookings if they become unable to travel?

Yes. For sailings departing on-or-before September 1, 2020, we have relaxed our policy on name changes to allow modifications to all names within the booking until up to 48 hours prior to sailing.

| <i>Checkpoint</i> | <i>Prior Policy</i> | <i>New Temporary Policy</i> |
|--|--|-----------------------------|
| Sailing 5N or longer: 180 DTS Sailings 4N or fewer: 120 DTS | One (1) stateroom must be sold with names and money applied or the group will be cancelled | Checkpoint waived |
| 120 DTS | All unsold space in the group will be cancelled | Checkpoint waived |

| <i>Policy</i> | <i>Prior Policy</i> | <i>New Temporary Policy</i> |
|---------------------|---------------------|--|
| Double name changes | Not allowed | Allowed for all guests on the booking up until 48 hours prior to sailing for sailings departing on or before Sep 1, 2020 |

*DTS: Days to sailing.



For guests scheduled to sail on or before September 1, 2020, the "Cruise with Confidence" program allows individual guests and guests in non-contracted groups booked on Royal Caribbean International, Celebrity Cruises, Azamara and Silversea (RCLL) to cancel up to 48 hours prior to the vacation start date. Vacation start date includes any pre-hotel or Cruisetour packages booked through RCLL. The "Cruise with Confidence" program does not apply to bookings made by residents of mainland China, Hong Kong, and Macau. If the guest opts for the "Cruise with Confidence" program, and cancels his/her cruise, a Future Cruise Credit (FCC) will be issued for the cruise fare amounts paid to the cruise line. The FCC is non-transferrable and may not be redeemed for cash. The FCC certificate's value may be applied toward the cruise fare due on a new booking, and new future sail date, on the brand originally purchased. All bookings are subject to availability at the time of the request. Any booking made using the FCC must be used for a sailing that commences on or before December 31, 2021. If not used on or before December 31, 2021, the certificate will automatically expire and have no value. Restrictions may apply on stateroom category and applicable pricing and promotions. Guest will remain responsible for paying the applicable deposit amounts, taxes/fees, port expenses and gratuities for the new booking. Program does not apply to chartered sailings. RCLL reserves the right to correct any errors, inaccuracies or omissions at any time without prior notice or liability. Offer can be withdrawn without notice. ©2020 Royal Caribbean Cruises Ltd. Ships' registry: Bahamas.