



## ***FREQUENTLY ASKED QUESTIONS***

### **1) What is a courtesy hold?**

A courtesy hold is a set period of time granted to a reservation before payment is due. If payment is not received within the specified time period, the hold will expire and the reservation will be cancelled.

### **2) What are the new courtesy hold guidelines?**

As defined below, the amount of time allotted for a courtesy hold is dependent upon the number of days prior to sailing. Additionally, we are no longer able to offer extensions on courtesy holds.

- a) **5 days** for sailings that are 91 days or more away
- b) **2 days** for sailings departing within 46 to 90 days
- c) **1 day** for sailings departing within 31 to 45 days
- d) **Same day** options for sailings departing within 30 days

### **3) Why has Royal Caribbean made the decision to update this policy?**

Royal Caribbean regularly revisits policies and procedures to deliver the best experience to our guests and travel partners. This revision aims to streamline and clearly define the number of days a reservation can be held without a deposit - ensuring accurate stateroom availability, while also assisting travel partners in securing desired rooms for their clients.

### **4) When does the revised courtesy hold policy take effect?**

This updated policy takes effect on Monday, October 28th, 2024. For reservations made before this date, the previous rules apply. Reservations made on or after October 28th, 2024, will follow the new courtesy hold guidelines outlined in this document.



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**5) On the day of expiration, what time will the reservation cancel?**

If a sufficient and timely payment is not received, the reservation will cancel at approx. 11:00 PM ET.

**6) Does the courtesy hold policy apply to both Individual and Group Bookings?**

The new guidance applies only to Individual reservations. The deposit schedule for group bookings remains unchanged, as per the existing group policy. For more details on group bookings, visit [CruisingPower](#) -> [Booking Tools](#) -> [Group Travel](#).

**7) What if additional time is needed to confirm a reservation? If the option date falls on a weekend or a Holiday when my agency is closed, will the booking cancel?**

The automation process runs daily; therefore, if payment cannot be applied on or before the set option date, the booking will cancel. It's highly recommended that payment be applied prior to your agency's close-of-business to ensure protection of your clients' reservations.

**8) If an emergency or unforeseen situation transpires, are there any exceptions that can be considered?**

Should an unforeseen occurrence hinder the ability to collect a reservation's required deposit, please contact your Sales representative or our Trade Support & Service team to discuss options.



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