

FREQUENTLY ASKED QUESTIONS

BEVERAGE PACKAGE RELAUNCH

General Questions:

1. What are the new beverage packages and what is included in each?
 - a. **Deluxe Beverage Package (\$55 a day excluding gratuity):**
Toast to virtually unlimited options with any cocktails, beer, wine, non-alcoholic beverages, premium coffee, tea, and bottled water – plus a 40% discount on bottles of wine under \$100 and 20% off bottles above \$100. This package includes drinks with a value of up to \$12. For guests that would like to enjoy a beverage over that threshold, a \$12 credit will be applied towards the beverage of choice and guests will be required to pay the balance.
 - b. **Refreshment Package (\$26 a day excluding gratuity):**
Enjoy our entire selection of premium coffees and teas, bottled water, fresh-squeezed juices, non-alcoholic cocktails, plus fountain soda and free Coca-Cola® souvenir cup.
 - c. **Classic Soda Package (\$8.50 a day excluding gratuity):**
Quench your thirst for just a few dollars a day with unlimited fountain soda refills and receive a free Coca-Cola® souvenir cup.
 - d. **Evian Bottled Water Package:**
Two options available for guests to be hydrated throughout their cruise with fresh water from the French alps.
 - i. \$39 excluding gratuity: Entitles passengers to 12 one liter bottles of evian® Natural Spring Water
 - ii. \$69 excluding gratuity: Entitles passengers to 24 one liter bottles of evian® Natural Spring Water
2. Why were beverage packages revised?
 - a. In order to simplify options for our guests, Royal Caribbean's beverage packages have been consolidated and redesigned to create the best and easiest options for guests onboard.
3. When will the new beverage packages be available to reserve in Cruise Planner?
 - a. Beginning September 6th, 2016, the new packages will be available to book via the Cruise Planner tool for all future cruises.
4. Will this change affect guests who purchased their beverage package on or before September 5th, 2016?
 - a. Yes, packages purchased prior to the announcement of this change will be automatically converted as follows:
 - i. Select package will be honored as is until depleted.
 - ii. Premium packages will be upgraded to a Deluxe package at no additional charge.
 - iii. Ultimate Packages will convert to the deluxe package.
 - iv. Replenish packages will convert to the new refreshment package.
5. How will groups be affected by the new beverage packages?
 - a. If a group paid in full for their beverage packages, prior choices will be honored. If they were quoted and it expired as of September 6th, guests within the group will have the option to purchase the new beverage package options.
6. When will guests be advised of the new beverage packages?
 - a. A communication will be sent to all guests on September 6th, 2016.
7. For packages containing premium coffee and tea, what does that include?
 - a. All specialty coffees from our Main Dining Room, Windjammer and Cupcake or Ice cream stores are included in such packages that reference premium coffee.

8. Do beverage packages that include premium coffee include Starbucks?
 - a. No, none of the beverage packages include Starbucks beverages within the licensed stores. Proudly brewed Starbucks coffee sold in locations other than the licensed stores is included as part of qualifying packages for guests to enjoy.

9. Are there any promotional discounts my clients can take advantage of for the new beverage packages?
 - a. Guests booking their beverage packages pre-cruise can enjoy a 20% off discount on Deluxe Packages on select sailings. At this time, there are no other promotional discounts.