



Get out there.®

Air/Sea Frequently Asked Questions (FAQ)

Thank you for booking your flight arrangements through Royal Caribbean International®. The Air/Sea department values your business and appreciates your comments. We have made every effort to make your journey to and from the ship as enjoyable and carefree as possible. If you have experienced any problems or issues with your air travel we have included some of our most frequent questions below to help you. If your particular question isn't answered below please feel free to contact our Guest Flight Operations department by phone at 1-800-256-6649 #2 or by email at AirseaGFO@rcl.com.

Seat Assignments

Why didn't I have seat assignments?

We request seat assignments for all of our Air/Sea guests. Please note however that the airlines control pre-assigned seats and in some cases we are unable to assign seats. Rest assured that you will be assigned a seat when you check in for your flight as the airlines keep a percentage of seats for airport check-in.

Why wasn't my family seated together?

We request seat assignments for all of our Air/Sea guests. Please note however that we cannot guarantee specific seat assignments or seats together. Changes to your seat assignments must be coordinated through your Travel Agent, or directly with the airline.

Flight Times/Schedules

When do I receive my airline flight schedules?

Standard air schedules are available at 90 days prior to the sailing. Please contact your Travel Agent or Royal Caribbean International® Reservations 90 days or less from your flight date to receive your itinerary. Note that Custom Air bookings receive immediate confirmation of their desired itinerary*.

Why did I have to fly on a late flight from the West coast? Why didn't you offer me an earlier flight with an overnight hotel?

We will make every attempt to book you on flights leaving earlier from the West Coast and arriving later on the East Coast. However in some cases Red-Eye flights are the only option available to ensure you arrive at the seaport in time for your cruise. If we are unable to schedule a flight earlier in the day or on a Red-Eye we will fly you in the day prior and provide you with hotel accommodations at our expense.

If you have arrived for your cruise on a Red-Eye booked by Royal Caribbean International® may we suggest for your next cruise that you contact our CUSTOM AIR department. They can book you on a flight the day prior and arrange a hotel at your expense. A nominal service fee applies, hotel arrangements can be purchased through Royal Caribbean International® or on your own.

Why are the times of my flights going to and/or returning from my cruise so late?

We book your flights at the best times possible for arrival to and departure from cruise ports. Due to the availability of flights the most desirable flight times may not be available. In most cities there are fun and exciting shore excursions that allow you to explore prior to your flight. Inquire at the Shore Excursions Desk for details. For your next cruise if you have a time of day or departure preference, please take advantage of our CUSTOM AIR arrangements for a nominal service fee. Additional air costs may also apply*.

Why did some people receive better air schedules, even though I booked earlier?

Airlines make hourly changes to the availability of fares offered. A flight might be available, and then become unavailable, and then available again closer to your flight date. We cannot guarantee better flight times if you book your cruise early. Remember our standard air arrangements do not give you a choice of departure times. If you have a time of day departure or airline preference, please utilize our CUSTOM AIR service for a nominal fee. Additional air costs may apply*.

Why was our group not on the same flights?

Guests from the same departure city that are booked at the same time in the same stateroom will be booked on the same flights. For guests traveling together in separate staterooms every attempt is made to place them on the same flights. However due to limited space on each flight we cannot guarantee all guests will be traveling together. Guests in separate cabins that desire to travel together may use our CUSTOM AIR service for a nominal fee (this includes families in separate staterooms excluding minors under 21). Additional air costs may apply*.

Why is my flight arriving into another city other than the city of the port the ship is departing from?

(Example: Seattle instead of Vancouver, Fort Lauderdale instead of Miami)

Airlines provide cruise lines with a limited amount of seats into each city at our contracted rates. Once we have used up our allotment of seats into the ship's departure city, we may use an additional city close in proximity to the port. In all cases when we use an alternate city we will transport guests via motor coach to the port. If you would like to guarantee your flight arrives into the city the ship departs from, please utilize our CUSTOM AIR service for a nominal service fee. Additional air costs may also apply*.

Non-Stop/Connecting Flights

Why do some of your flights connect through cities that are out of the way or inconvenient?

Airline flights during major holiday periods are very popular and sell out. At these times of year it is often difficult to find an empty airline seat-much less a seat that is available at our contracted rates. Consequently, the air flights may be a little less desirable during these peak travel periods. If length of travel time is concern, please request CUSTOM AIR for a nominal service fee. Additional air costs may apply*.

Why doesn't an air arrangement provide direct, non-stop flights whenever possible?

In most cases non-stop flights do not have seats available at our contracted air rates therefore connections must be used. If you have a preference for non-stop flights, please use our CUSTOM AIR service for a nominal service fee. Additional air costs may also apply*.

Price

Why is my airfare with your Air/Sea program so high?

If lowest possible fare is desired, there are usually lower sale/internet fares being offered by the airlines than what we offer. Note these are usually instant purchase fares with high cancellation and change penalties.

The air rate that we offer our guests provide the following benefits which include:

- Transfers to and from the airport and seaport for you and your luggage.
- Forwarding to next port of call in the event your flight is cancelled or delayed.
- More flexible fares in the event your trip plans change.
- Tracking of your inbound flights-so the ship will be informed of late arrivals and can assess a late ship departure.
- Onboard credit for days missed due to flight delays.
- Luggage tracking and delivery.

Did you know that Platinum, Diamond and Diamond Plus Crown & Anchor members receive complimentary CUSTOM AIR allowing you to choose the flights you want when booking your air arrangements through the cruise line? Simply contact the CUSTOM AIR department after you have placed a deposit on your cruise reservation and our knowledgeable agents will assist you in obtaining your flight/airline preference.

- Complimentary CUSTOM AIR available for Platinum, Diamond and Diamond Plus Crown & Anchor members.
- Custom Air Service Fee waived for qualifying members. Additional air costs may apply
- One complimentary CUSTOM AIR per person per booking. Subject to availability. Additional restrictions may apply.