

ROYAL CARIBBEAN GRATUITY UPDATE



FAQs

Last Updated October 7, 2024

1. When will the gratuity increase take effect?

For new reservations, the adjusted gratuity amounts are effective as of November 1st, 2024. Guests booked prior to November 1st, 2024, can opt to add prepaid gratuities before sailing to take advantage of the current rates. On or after November 1st, 2024, regardless of when the booking was created, gratuities paid while onboard are subject to the new, increased rates.

2. What changes can be expected as a result of Royal Caribbean's decision to increase suggested gratuity guidelines?

For standard inventory, new gratuity guidelines will nominally increase from \$18.00 to **\$18.50 per guest per day**, while Suites will change from \$20.50 to **\$21.00 per guest per day**. Standard inventory is defined as Junior Suite, Balcony, Ocean View, and Interior staterooms, while Suites are inclusive of Sky Junior Suite, Grand Suites and above.

3. If my client booked prior to the announcement of the gratuity increase, but did not opt to prepay gratuities, do the new guidelines apply?

Pre-existing reservations confirmed prior to November 1st, 2024 will not be subject to the increased guidelines as long as gratuities are paid in advance of sailing. Should guests opt not to pay gratuities until onboard, they will be subject to the newly suggested gratuity amounts.

4. Do the adjusted gratuities apply to both group and individual reservations?

Yes, regardless of reservation type, all guests are subject to the new suggested gratuity amounts.

5. Will groups booked prior to the effective date of November 1st, 2024 be protected?

All named group bookings deposited with prepaid gratuities added prior to November 1st, 2024 are eligible for the lower gratuity. Newly suggested gratuity amounts apply to all group bookings named on-or-after November 1st, 2024, regardless of when the group shell was held. Contracted group space will be subject to the terms of the agreed upon contract.

6. Will prepaid gratuity amounts be protected for individual bookings transferring into an existing group, regardless of transfer date?

Yes, when transferring an individual booking into a group, previously confirmed gratuity amounts will remain unchanged.



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7. Are gratuities automatically added to a booking?

No, gratuities are not automatically added at time of booking; however, if not prepaid prior to the sailing, gratuities will be automatically charged to the guests' folios once onboard.

8. How can my clients prepay gratuities?

For your convenience, as well as that of your client, you may add pre-paid gratuities to your client's booking prior to sailing through the Espresso booking tool. If gratuities are not prepaid prior to sailing, they will be automatically added to the guests' folios once onboard.

9. Are all guests required to pay gratuities?

Gratuities are at the discretion of each guest. Such guidelines serve as a recommendation to assist guests in expressing their gratitude for the outstanding service experienced during their cruise vacation. The daily gratuity is shared among dining, bar & culinary services staff, stateroom attendants and other hotel services teams. For guests' convenience, Royal Caribbean automatically registers the suggested daily gratuity amount to guests' folio accounts, though guests are free to alter the amount with the onboard Guest Services team. We hope guests find these suggested amounts to be an accurate reflection of their satisfaction and are grateful for their generous recognition of the Royal Caribbean staff.

10. Should additional questions arise related to this update, who should I contact?

Your questions can easily be addressed with your local Strategic Account Manager or by contacting our Trade Support & Service contact center team. Also, be sure to reference supporting materials posted on www.CruisingPower.com.



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