



ROYAL CARIBBEAN INTERNATIONAL®

CONTACT LIST

Customer Service

Pre-Cruise:

7am - 11pm EST Mon-Fri
9am - 8pm EST Sat/Sun **(800) 529-6918**
web_reservations@rccl.com

Cruise Planner:

(Onboard Reservations)
precruiseplanner@rccl.com
(800) 398-9819

Post-Cruise:

available 24/7
(800) 256-6649
RoyalGuestRelations@rccl.com
cruisecomments@rccl.com

General Main Dining Room

Requests and Inquiries
rcl dining@rccl.com

Cruisingpower Automation

Support Desk 9am -7:30pm EST
Mon-Fri **(800) 443-5789**
(305) 539-6009 Fax
cmsupport@rccl.com

AIR2SEASM

8am - 2am EST Mon-Fri
9am - 2pm EST Sat/Sun
(800) 533-7803
air2sea@rccl.com

Emergency Travel Team 24*7

(365 days a year)
(800) 256-6649
(305) 539-4107
select option "2"
EmergencyTeam@rccl.com

Guest Sales & Service Individual Reservations

8am - 11pm EST Mon-Fri
9am - 8pm EST Sat/Sun
(800) 327-6700
www.cruisingpower.com

Group Sales & Service

8am - 10pm EST Mon-Fri,
9am - 7pm EST Sat/Sun
(800) 327-2055
(800) 722-5505 Fax grouprequests@rccl.com

Corporate Sales

9am - 6pm EST Mon-Fri
(800) 345-7225 Option 3
(800) 722-5210 Fax
www.royalcaribbeanincentives.com

Crown & Anchor® Society Loyalty Programs

8am - 11pm EST Mon-Fri
9am - 8pm EST Sat/Sun
(800) 526-9723
(541) 285-9723
Outside US & Canada
crownandanchor@rccl.com

Brochures & Promotional Materials

8am - 11pm EST Mon-Fri
9am - 8pm EST Sat/Sun
(800) 255-4373
Canada **(800) 387-2835**
www.CruisingPower.com

Group Shore Excursion Desk

groupshorex@rccl.com

Alaska Cruisetours Sales & Service

www.royalcaribbeancruisetours.com
FIT CruiseTours: 8am - 11pm EST Mon-Fri /
9am - 6pm EST Sat-Sun
Groups CruiseTours: 9am - 9pm EST Mon-Fri /
9 am - 6pm EST Sat-Sun

Royal Caribbean Travel Protection Plan Desk at AON

8am-10pm EST Mon-Fri
9am-5pm EST Sat/Sun
(800) 453-4022
24-hour emergency number:
(866) 509-7716 or (603) 898-2679
Claim forms may be obtained
at www.TravelClaim.com

Amenities Packages

Bon Voyage

8am - 11pm EST Mon-Fri
9am - 8pm EST Sat/Sun
(800) 722-5443
(800-RCCL-GIFT)
(800) 722-5810 Fax
www.CruisingPower.com
(purchase gifts in the Booking
tools section)

Royal Celebrations

9am - 6pm EST Mon-Fri
(888) 933-7225
(888-WED-RCCL)
royalcelebrations@rccl.com

Sales

8am - 7pm EST Mon-Fri
(800) 327-2056
Select option "1" then option "4"

Access Desk

9am - 6pm EST
(954) 628-9622 Fax
(866) 592-7225
special_needs@rccl.com

Accessible Shore Excursions

ShoreXaccess@rccl.com
(305) 982-2547





ROYAL CARIBBEAN® SALES AND SUPPORT DIRECTORY

Your Strategic Account Managers and Business Development Support Specialists are here to support you and all of your Sales needs. Feel free to contact them.

SOUTHEAST

BDS Supervisor	Adrian Alvarez	BDSsupport@rccl.com	1-800-327-2056 x37979
TERRITORIES	BUSINESS DEVELOPMENT		CONTACT NUMBER
	Support Specialist	Manager	
Orlando, FL	Kendall Suarez	Kelly Sakryd KellySSupport@rccl.com	1-800-327-2056 x83608
N. Carolina: Eastern/SE Virginia/Virginia Beach		TBD NCsupport@rccl.com	1-800-327-2056 x83632
South Dade & Key, FL	Denise Bacerio	Jennifer Greenfield JenniferGSupport@rccl.com	1-800-327-2056 x8600
North Broward, FL		Abby Cauff-Brown AbbySupport@rccl.com	1-800-327-2056 x83601
Florida: St. Petersburg/West Central	Andre Cupas	Amy Southgate AmySSupport@rccl.com	1-800-327-2056 x83603
South Carolina		Britanny Hall BritannyHSupport@rccl.com	1-800-327-2056 x83612
Kissimmee, FL	Lauren Mair	Joanne Cotterman JoanneCSupport@rccl.com	1-800-327-2056 x83610
Florida: Naples / Sarasota		Hong Ngo HongNSupport@rccl.com	1-800-327-2056 x83604
South Broward, FL	Rebeca (Becky) Rodriguez	Tony Bonanzinga TonyBSupport@rccl.com	1-800-327-2056 x83602
Alabama/East Tennessee / FL Panhandle		Meredith Berger MeredithBSupport@rccl.com	1-800-327-2056 x83607





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TERRITORIES	BUSINESS DEVELOPMENT		CONTACT NUMBER
	Support Specialist	Manager	
West Palm Beach, FL	Hazel Morera	Lorraine Madeo LorraineMSupport@rccl.com	1-800-327-2056 x83611
North Carolina: Western/SW Virginia: Roanoke		Mechelle Connor MechelleSupport@rccl.com	1-800-327-2056 x83606
East, GA	LaWanda Trapp	Travis Evans TravisESupport@rccl.com	1-800-327-2056 x83622
Florida: Tampa/West central		Kirk Diebold KirkDSupport@rccl.com	1-800-327-2056 x83635
North Florida	Jessica Vasquez	Mel Figueroa MelfSupport@rccl.com	1-800-327-2056 x83609
West, GA		Robin Washington RobinWSupport@rccl.com	1-800-327-2056 x83618





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NORTHEAST

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BDS Supervisor	Javier Caraballo	BDSSupport@rccl.com	1-800-327-2056 x35308
TERRITORIES	BUSINESS DEVELOPMENT		CONTACT NUMBER
	Support Specialist	Manager	
New Jersey, Puerto Rico & The Caribbean, Bermuda	TBD	Mike Francis MikeFSupport@rccl.com	1-800-327-2056 x83614
West, MD & South, PA	Milciades (Mil) Bendana	Kelley Winner KelleyWSupport@rccl.com	1-800-327-2056 x83629
Brooklyn & Western Long Island, NY		Michael Artz MichaelASupport@rccl.com	1-800-327-2056 x83623
New Jersey: North & New York: Manhattan	Thomas (Tom) Cherry	Diego Velez DiegoVSupport@rccl.com	1-800-327-2056 x83625
Central, NJ		Marissa Crescenzi MarissaCSupport@rccl.com	1-800-327-2056 x83624
Rhode Island/Western Connecticut	Arci Gonzalez	Susan Dentino SusanDSupport@rccl.com	1-800-327-2056 x83619
Boston, MA		Mary Kate Baker MKSupport@rccl.com	1-800-327-2056 x83620
New Hampshire/Vermont/Maine		Melissa Ozkurt MelissaOSupport@rccl.com	1-800-327-2056 x83615
Connecticut Western/SE New York/Bronx	Carlos Montoya	Gail Goldberg GailGSupport@rccl.com	1-800-327-2056 x83677
Upstate New York		Susan Prinzing SusanPSupport@rccl.com	1-800-327-2056 x83617
New Jersey: South & Delaware	Nesly Jean	Danielle Fox DanielleFSupport@rccl.com	1-800-327-2056 x83613
Eastern Long Island		TBD NortheastSupport@rccl.com	1-800-327-2056 x83639





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TERRITORIES	BUSINESS DEVELOPMENT		CONTACT NUMBER
	Support Specialist	Manager	
Eastern Maryland	Stephanie Campos	Laura Schwerzler LauraSSupport@rccl.com	1-800-327-2056 x83633
Pennsylvania: Eastern & Central /Philadelphia		Carlos Alcantara CarlosASupport@rccl.com	1-800-327-2056 x83676





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CENTRAL

BDS Supervisor	TBD	BDSsupport@rccl.com	1-800 -327 -2056 x37987
TERRITORIES	BUSINESS DEVELOPMENT		CONTACT NUMBER
	Support Specialist	Manager	
Michigan	Ashley Harbidge	Faith Sutkus FaithSSupport@rccl.com	1-800-327-2056 x83638
Columbus, Ohio		Chris Donatelli ChrisDSupport@rccl.com	1-800-327-2056 x83637
Wisconsin & N. Illinois		Michael Di Maria MichaelDSupport@rccl.com	1-800-327-2056 x83641
Eastern Pennsylvania Detroit, MI	Natalia Jaramillo	Roxanne Steele RoxanneSSupport@rccl.com Marianne Hessler MarianneHSupport@rccl.com	1-800-327-2056 x83631
Cleveland, OH Western Pennsylvania/West Virginia.	Lavesh Dhanani	Kathy Killen KathyKSupport@rccl.com Charlie Kudla CharlieKSupport@rccl.com	1-800-327-2056 x83636 1-800-327-2056 x83640
Indiana & Kentucky Chicago, IL	Rubens Cadet	Monica Hopkins MonicaHSupport@rccl.com Katy Cannizzaro KatyCSupport@rccl.com	1-800-327-2056 x83630 1-800-327-2056 x83640
Texas: North Houston Texas: South Houston/ Galveston Washington D.C, Virginia	Ali Ozan	Abe Hughes AbeSupport@rccl.com Leslie Richardson LeslieRSupport@rccl.com Amy Bonheim AmyBSupport@rccl.com	1-800-327-2056 x83689 1-800-327-2056 x83649 1-800-327-2056 x83658





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BDS Supervisor	TBD	BDSSupport@rccl.com	1-800 -327 -2056 x37987
TERRITORIES	BUSINESS DEVELOPMENT		CONTACT NUMBER
	Support Specialist	Manager	
Western Missouri/Iowa/ Nebraska	Elizabeth Del Campillo	Kristen Trimm KristenTSupport@rccl.com	1-800-327-2056 x83655
Eastern Missouri and Central/Southern Illinois		Krystle Sampson KrystleSSupport@rccl.com	1-800-327-2056 x83664
Louisiana/Arkansas/ Mississippi/Western Tennessee		Lori Goynes LoriGSupport@rccl.com	1-800-327-2056 x83675





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WEST			
BDS Supervisor	Javier Caraballo	BDSSupport@rccl.com	1-800 -327 -2056 x35308
TERRITORIES	BUSINESS DEVELOPMENT		CONTACT NUMBER
	Support Specialist	Manager	
California: Orange County Inland Empire	Emily Reyes	Matthew Jaeckel MatthewJSupport@rccl.com	1-800-327-2056 x83626
California: Central/N. Los Angeles		Randy Raudt RandyRSupport@rccl.com	1-800-327-2056 x83654
California: Southern/San Diego		Vincent Trotter VincentTSupport@rccl.com	1-800-327-2056 x83657
Minnesota, North & South Dakota	Denice Cornell	John Winters JohnWSupport@rccl.com	1-800-327-2056 x83642
California: Northern/Nevada/ Utah		Ginny Tujague GinnyTSupport@rccl.com	1-800-327-2056 x83653
Texas: Dallas		Alexis Mullen AlexisMSupport@rccl.com	1-800-327-2056 x83645
Washington/Alaska/ Idaho/Montana	Steven Brooks Mogbo	Nate Good NateGSupport@rccl.com	1-800-327-2056 x83660
Texas: NW Texas/W. Dallas/ Fort Worth		Michelle Pharr MichellePSupport@rccl.com	1-800-327-2056 x83605
West TX/Austin/San Antonio		Jeannie Robertson JeannieRSupport@rccl.com	1-800-327-2056 x83644
Wyoming/Colorado/Arizona	Anthony Martin	Dan Iacobelli DanISupport@rccl.com	1-800-327-2056 x83651
Oregon/Hawaii/California: San Francisco/San Jose		Janice Martinez JaniceMSupport@rccl.com	1-800-327-2056 x83686
Kansas/Oklahoma/New Mexico/El Paso & Amarillo, Texas		Nadine Ede NadineESupport@rccl.com	1-800-327-2056 x83643
California: Los Angeles Nevada: Las Vegas/ Southern Utah	Danny Diaz	Nancy Estrada NancyESupport@rccl.com	1-800-327-2056 x83655





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CANADA

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BDS Supervisor	TBD	BDSsupport@rccl.com	1-800 -327 -2056 x37987
TERRITORIES	BUSINESS DEVELOPMENT		CONTACT NUMBER
	Support Specialist	Manager	
British Columbia/N. Alberta/ Yukon/Northwest Territories	Danny Diaz	TBD WestCanSupport@rccl.com	1-800-327-2056 x83670
Vancouver Area & BC Interior, Southern AB, SK & MB		Leanne Hill LeanneHSupport@rccl.com	1-800-327-2056 x83674
Ontario: West & North/North Quebec/Ottawa/Island of Montreal	Gabriel Dechauffour	Nate Allen NateASupport@rccl.com	1-800-327-2056 x83673
Toronto		Maria Gibson MariaGSupport@rccl.com	1-800-327-2056 x83671
Ontario: Central/Montreal Suburbs/Atlantic Canada		Mitch Merucci MitchMSupport@rccl.com	1-800-327-2056 x83687
Canada National Accounts	Chantal Rodriguez	Eric St. Pierre CanadaSupport@rccl.com	1-800-327-2056 x32145

