

IT'S A MATCH



Icon of the SeasSM, AscentSM, Silver Nova

Loyalty Status Match: Frequently Asked Questions

Updated May 30, 2024

1) What is the newly enhanced Loyalty Status Match Program?

The Loyalty Status Match program gives guests the best benefits at sea. Members can now receive one-for-one tier matching across all three Royal Caribbean Group brands: Royal Caribbean International®, Celebrity Cruises® and Silversea®.



Crown & Anchor Society	Captain's Club	Venetian Society
Gold	Classic	1 VS Day
Platinum and Emerald	Select <small>Members with Select status enjoy Platinum benefits</small>	100 VS Days <small>Members with 100 VS Days status enjoy Platinum benefits</small>
Diamond	Elite	250 VS Days
Diamond Plus	Elite Plus	350 VS Days
Pinnacle Club	Zenith	500 VS Days

2) Can you, as the travel advisor, complete the loyalty enrollment for your guests?

Unfortunately, no. The enrollment can only be done by the guest and travel advisors cannot enroll guests on their behalf.

3) How do your clients qualify for the new Loyalty Status Match program?

Guests must be 18 years of age and be enrolled in the loyalty program of each brand to qualify to have your status matched, due to existing requirements from Celebrity & Silversea.

4) How do I participate in the Loyalty Status Match program if I am already a member of more than one program?

If guests are currently a member of more than one Royal Caribbean Group brand's loyalty program, we will verify their information and upgrade their status based on the table above for the programs guests participate in. Their status will be updated automatically within 7 days. If they qualify for an upgrade in status, the guest will receive an email confirming their new status from the program(s) where the status has changed.

5) How do my clients participate in the Loyalty Status Match for programs they are not enrolled in?

There are various ways to enroll in any of the Royal Caribbean Group brand loyalty programs:

If guests are opted in to receive marketing email communications from each brand, they will receive an email on May 30th with a form for them to enroll in the loyalty programs they are currently not a part of.

For Crown & Anchor Society and Captain's Club: Guests can also enroll through the Royal Caribbean or Celebrity Cruises websites, or their respective apps at any time. Apps can be downloaded from the Apple or Google Play app stores.

- If guests are currently only a member of the Venetian Society, the best way to enroll is through the email sent on May 30th or by calling our contact centers.

For Venetian Society: Guests can enroll through the Royal Caribbean and Celebrity Cruises app once guests are a member of those programs.

- Note, pre-gold and preview members are not eligible for status match with Venetian Society.

For additional assistance, guests can call our contact centers:

- Crown & Anchor Society: 1-800-526-9723 or (541) 285-9723 if outside the U.S. and Canada (charges may apply)
- Captain's Club: 1-800-760-0654 or 1-316-554-5961 if outside of U.S and Canada (charges may apply)
- Venetian Society: 1-888-978-4070 (North America) or call your local Silversea Office (charges may apply)

6) When will guests know if their enrollment and status match is complete?

Once guests enroll, we will verify the information. The new status may take up to 7 days to be in effect. Guests will receive a welcome email from the new programs guests have enrolled in once their status match is complete.

7) Guest is enrolled in more than one program but the status has not been upgraded. What should they do?

If it has been more than 7 days since guests enrolled, the guest should call us to review your information. It may be because guests have a different name, address, phone number or other information listed on their accounts.

- Crown & Anchor Society: 1-800-526-9723 or (541) 285-9723 if outside the U.S. and Canada (charges may apply)
- Captain's Club: 1-800-760-0654 or 1-316-554-5961 if outside of U.S and Canada (charges may apply)
- Venetian Society: 1-888-978-4070 (North America) or call your local Silversea Office (charges may apply)

8) When can guests begin enjoying their new benefits?

If the status is upgraded through the newly enhanced Loyalty Status Match program, guests can start enjoying their new onboard benefits on sailings departing on **June 5, 2024** and onward.

Venetian Society Member Savings (5% and 10%) are applicable on new voyages booked on or after May 30, 2024.

9) Are there any loyalty benefits that are excluded from the Loyalty Status Match program?

Some brand loyalty benefits are reserved exclusively for loyalty program members who have attained tier status based on points or nights sailed within each brand, as opposed to those who earned status through the Status Match program. Since Status Match members only receive the tier and not the associated points, they are ineligible for the benefits listed below.

Crown & Anchor Society:

- Complimentary Pinnacle Club milestone cruises
- Diamond Plus and Pinnacle Club amenities
- Single supplement cruise fare reduction
- Cheers with an Officer onboard event
- Milestone recognition (Crystal Block)
- Upgraded bathroom amenities

- Pinnacle Club milestone kits
- Chef's Choice amenity

Captain's Club:

- Complimentary Zenith cruises
- Zenith milestone kits
- WWF® donations
- Retreat Lounge access when not staying in the Retreat
 - Status match members will only be permitted to access the Retreat Lounge when not staying in the Retreat based on availability and at the sole discretion of Celebrity Cruises

Venetian Society:

- "Sail with Us" referral offer prior to your first Silversea voyage
- Complimentary cruises
- Milestone recognition during the Venetian Society Party

10) Will guests matched status expire?

The matched status remains valid under the current program rules and does not expire, unless guests delete their program membership, guests are removed from a partner relationship that provided guests a higher tier, or it is revoked due to Guest Conduct Policy violations. However, this is subject to change at any time.

11) Can guests qualify for status matching if they've sailed with other cruise lines besides Royal Caribbean Group brands?

No, the Loyalty Status Match program exclusively applies to Royal Caribbean Group brands: Royal Caribbean, Celebrity Cruises, and Silversea and does not extend to loyalty status earned with other cruise lines or travel brands.

For more information about each loyalty program, please visit each program's web page:

- [Crown & Anchor Society](#)
- [Captain's Club](#)
- [Venetian Society](#)

12) Can guests combine points earned from different brands to qualify for status matching?

No, points are earned at the individual brand level and cannot be combined.

13) Does this impact the benefits with MGM International that I receive through Crown & Anchor Society and Captain's Club?

No, guests will continue to receive their MGM Rewards benefits when staying at MGM properties. A full list of benefits can be found here: [MGM CAS Rewards and MGM CC Rewards](#)

14) How can guests cancel or unenroll their membership?

Guests may voluntarily terminate their account by contacting the individual programs and making the request. Account termination is permanent. All points, rewards and achieved status will be forfeited and not transferrable. Please allow up to 15 days for the account cancellation to be completed.

All requests must include the following information to confirm their identity: Full name, your membership number, email address on file, your country of residence, and date of birth.

Crown & Anchor Society: 1- 800-526-9723 or (541) 285-9723 if outside the U.S and Canada (charges may apply)

Captain's Club: 1-800-760-0654 or 1-316-554-5961 if outside of U.S and Canada (charges may apply)

Venetian Society: 1-888-978-4070 or call your local Silversea Office (charges may apply)

15) How will this affect space availability in the Crown Lounges?

Royal Caribbean's exclusive Crown Lounge was created to celebrate our brand's legacy, our roots, and our commitment to our most loyal guests. The Crown Lounge is an exclusive benefit for Diamond, Diamond Plus and Pinnacle Club members and will be offered to guests who are status matched to Diamond or above.

On sailings with a high number of top tier members onboard, we may temporarily limit lounge access to Diamond members during peak times (5:00 pm – 8:00 pm). Such restrictions will be communicated to impacted guests on boarding day.