

SAILING SUSPENSION

Frequently Asked Questions

Updated February 7, 2022

1. After the cruise industry's pause in operation, what was Royal Caribbean's return to service strategy and what ships were included in this initial plan?

As we work to ensure a safe and healthy return to service in accordance with the latest guidance from the U.S. Centers for Disease Control & Prevention (CDC) and other health authorities, Royal Caribbean continues the gradual reintroduction of ships and itineraries. The initial restart included the following ships and start dates from U.S. and Caribbean homeports.

- *Freedom of the Seas* – July 2, 2021
- *Serenade of the Seas* – July 19, 2021
- *Odyssey of the Seas* – July 31, 2021
- *Allure of the Seas* – August 8, 2021
- *Ovation of the Seas* – August 13, 2021
- *Symphony of the Seas* – August 14, 2021
- *Independence of the Seas* – August 15, 2021
- *Mariner of the Seas* – August 23, 2021
- *Oasis of the Seas* – September 5, 2021
- *Liberty of the Seas* – October 3, 2021
- *Explorer of the Seas* – November 7, 2021
- *Navigator of the Seas* – November 19, 2021
- *Grandeur of the Seas* – December 5, 2021
- *Brilliance of the Seas* – December 16, 2021

Additional ship returns to occur in 2022. Sailings scheduled prior to the designated start dates have been canceled and booked guests provided compensation. Asia Pacific restart plans are managed separately.

2. What options were presented to guests impacted by a canceled or redeployed sailing?

Impacted guests were able to select from the following: 1) move to a future sailing with Lift & Shift, 2) accept a 125% Future Cruise Credit in lieu of a refund, or 3) obtain a full refund:

- **Modified Lift & Shift:** Your client was able to elect to move their existing booking, protecting their original cruise fare and promotion, to a sailing next year on the same itinerary type [aka “product”], sailing length, embarkation port, stateroom category, and within 2-weeks before or after the date of their original cruise. To take advantage of Lift & Shift, opt-in deadlines must be met.

Note: Lift & Shift option may not be available for all sailing suspensions.

- **Future Cruise Credit:**

- Your impacted clients could elect to receive a Future Cruise Credit for 125% of the cruise fare paid to be redeemed on a Royal Caribbean International sailing departing on or before December 31, 2022 or one year from the original sail date (whichever is later). If not used by the expiration date, the FCC will automatically expire and will have no value.

Sailing Suspension FCCs will be issued to your clients automatically, by default, unless and until your clients request a refund or opt to “Lift & Shift” the booking.

- **Refund:** If a refund is preferred, we’re happy to process this request for your client. Should your client wish to decline the higher value 125% Future Cruise Credit and receive a lower value 100% refund of their cruise fare, please complete the “Request a Refund” form on CruisingPower.com under “Brand Programs & News/Cruise with Confidence”. Refund requests were available through December 31, 2020 for all suspended sailings departing May 12, 2020 through December 31, 2020 (*including Odyssey sailings through April 17, 2021*) and by March 31, 2021 for all sailing departing between January 1-April 30, 2021, as well as *Quantum of the Seas* sailings departing April 25-October 14, 2021. Suspension announcements thereafter must submit refund requests by June 30, 2021. Exceptions to this include *Odyssey of the Seas*’ recent Caribbean cancelations which may be requested by July 31, 2021, as well as the Australia/Singapore/Transpacific and return to service (phase 2) cancelations which are eligible for refund requests through September 30, 2021. Refund requests on the latest *Ovation of the Seas* Australia/Hawaii suspension were eligible until December 31, 2021. If your client requests a refund, the FCC will be deactivated in our system.

3. I recently canceled my client’s cruise under Cruise with Confidence and received a 100% Future Cruise Credit. Can I now switch my client to the higher value Future Cruise Credit?

No. Our Cruise with Confidence policy originally launched on March 6, 2020. It was designed to give your clients the flexibility necessary to feel confident booking during this pandemic by allowing them to wait until 48 hours prior to the sail date to decide if they wish to cancel, in exchange for a Future Cruise Credit equal to 100% of the cruise fare paid. This FCC is not refundable at any point in time, even if Royal Caribbean subsequently cancels the cruise. Additionally, Cruise with Confidence Future Cruise Credits have no cash value and cannot be exchanged for a refund.

4. What if my client has incurred extra expenses such as air change fees or hotel fees as a result of these cancelations?

If your client booked refundable air or hotel accommodations through Royal Caribbean, we have it covered. If your client booked nonrefundable air through Royal Caribbean or reserved hotel or air accommodations on their own, please reach out to the airline carrier, tour operator, or hotel supplier/chain directly to discuss options.

5. Can guests within the same stateroom select different compensation options?

All guests sharing a stateroom must agree to the same compensation offer.

6. How quickly will my client receive the Future Cruise Credit in order to secure their next cruise vacation?

Future Cruise Credits are being created as quickly as possible; however, due to the influx in volume, we were experiencing delays in the normal production timeline. The delivery of FCC can be expected as follows:

- *Sailings on-or-before April 10, 2020: FCCs can be expected via email no later than April 13, 2020*
- *Sailings between April 11-May 11, 2020: FCCs can be expected via email no later than April 30, 2020*
- *Sailings between May 12-June 11, 2020: FCCs can be expected via email no later than May 22, 2020*
- *Sailings between June 12-July 31, 2020: FCCs can be expected via email no later than June 30, 2020*
- *Sailings visiting Canadian ports between August 1-October 31, 2020: FCCs can be expected via email no later than July 17, 2020*
- *Sailings on Explorer of the Seas through August 2020: FCCs expected via email no later than July 24, 2020*
- *Sailings in China (July 1-12, 2020 only) and 2020 Copenhagen: FCCs can be expected via email no later than July 24, 2020*
- *Sailings between August 1- September 15, 2020: FCCs can be expected via email no later than July 31, 2020*
- *China (Quantum & Spectrum July 13-31, 2020) & Bermuda sailings through October 31, 2020: FCCs can be expected via email no later than July 31, 2020*
- *Odyssey of the Seas sailings between November 5, 2020 - April 17, 2021: FCCs can be expected via email no later than August 7, 2020.*
- *China (Quantum & Spectrum August 1-14, 2020): FCCs can be expected via email no later than August 7, 2020*
- *Sailings between September 16-30, 2020: FCCs can be expected via email no later than August 26, 2020*
- *Sailings between October 1 - 31, 2020, plus remaining 2020 Europe & Fall Transatlantic season: FCCs can be expected via email no later than September 14, 2020*
- *Spectrum & Quantum of the Seas China departures between August 15-September 13, 2020: FCCs can be expected via email no later than September 14, 2020*
- *Australia / New Zealand / South Pacific departures between October 1-31, 2020: FCCs can be expected via email no later than September 30, 2020*
- *Spectrum of the Seas China departures September 18-27, 2020 and Quantum of the Seas China departures September 17-October 1, 2020: FCCs can be expected via email no later than September 30, 2020*
- *Australia / New Zealand departures between November 1 - December 31, 2020: FCCs can be expected via email no later than October 16, 2020*
- *Spectrum of the Seas China departures October 1-31, 2020: FCCs can be expected via email no later than October 16, 2020*
- *Sailings between November 1 - 30, 2020: FCCs can be expected via email no later than November 4, 2020*
- *Sailings between December 1-31, 2020: FCCs can be expected via email no later than November 30, 2020*
- *Australia / New Zealand sailings departing January 1-31, 2021: FCCs can be expected via email no later than December 18, 2020*
- *Sailings between January 1-February 28, 2021: FCCs can be expected via email no later than January 15, 2021*
- *Australia / New Zealand sailings departing February - April 2021: FCCs can be expected via email no later than January 15, 2021.*
- *Spectrum of the Seas China sailings between January 24 - February 15, 2021: FCCs can be expected via email no later than February 2, 2021*
- *Sailings between March 1 - April 30, 2021: FCCs can be expected via email no later than February 12, 2021*
- *Spectrum of the Seas China departures February 16-28, 2021: FCCs can be expected via email no later than February 12, 2021*
- *Quantum of the Seas sailings between April 25-October 14, 2021: FCCs can be expected via email no later than February 19, 2021*
- *Quantum of the Seas sailings departing April 5 & 15, 2021: FCCs can be expected via email no later than March 19, 2021*
- *Spectrum of the Seas sailings departing March 7-30, 2021: FCCs can be expected via email no later than March 19, 2021*
- *Sailings between May 1-31, 2021: FCCs can be expected via email no later than April 16, 2021*
- *Spectrum of the Seas China sailings departing April 3-25, 2021: FCCs can be expected via email no later than April 16, 2021*
- *Adventure of the Seas Europe sailings departing June 5-October 14, 2021: FCCs can be expected via email no later than April 21, 2021*
- *Vision of the Seas San Juan sailings departing June 6-August 29, 2021: FCCs can be expected via email no later than April 21, 2021*
- *Jewel of the Seas Europe/Northeast sailings departing June 7-October 31, 2021: FCCs can be expected via email no later than April 28, 2021*
- *Anthem of the Seas Europe sailings departing June 4-August 29, 2021: FCCs can be expected via email no later than April 16, 2021*
- *Sailings between June 1-30, 2021: FCCs can be expected via email no later than May 13, 2021*
- *Spectrum of the Seas China sailings departing April 30 - May 26, 2021: FCCs can be expected via email no later than May 13, 2021*
- *Voyager of the Seas China sailings departing April 29 - May 27, 2021: FCCs can be expected via email no later than May 13, 2021*
- *Spectrum of the Seas China sailings departing May 30-June 30, 2021: FCCs can be expected via email no later than June 3, 2021*
- *Voyager of the Seas China sailings departing June 3-26, 2021: FCCs can be expected via email no later than June 3, 2021*
- *Vision of the Seas Bermuda sailings departing June 26-August 28, 2021: FCCs can be expected via email no later than June 18, 2021*
- *Alaska 2021 canceled sailings: FCCs can be expected via email no later than June 25, 2021*
- *Select Spectrum of the Seas China sailings departing July 4-November 28, 2021: FCCs can be expected via email no later than*

July 2, 2021

- *Return to Service (Phase 1) sailings: FCCs can be expected via email no later than July 2, 2021*
- *Odyssey of the Seas Caribbean sailings departing July 3-25, 2021: FCCs can be expected via email no later than July 23, 2021*
- *Voyager of the Seas departing August 1, 2021 – March 24, 2022: FCCs can be expected via email no later than August 3, 2021*
- *Quantum of the Seas Australia sailings departing October 30, 2021 – April 26, 2022: FCCs can be expected via email no later than August 3, 2021*
- *Ovation & Serenade of the Seas fall repositioning cruises: FCCs can be expected via email no later than August 3, 2021*
- *Return to Service (Phase 2) sailings: FCCs can be expected via email no later than September 3, 2021*
- *Ovation of the Seas Australia/Hawaii sailings: FCCs can be expected via email no later than November 12, 2021*

7. Will my client's Future Cruise Credit be sent directly to him/her? If so, will travel partners be notified?

All Future Cruise Credits are sent directly to the impacted guest; The travel partner to whom the booking was attributed will be notified accordingly.

8. How is my client's Future Cruise Credit calculated?

The FCC amount for sailings Royal Caribbean canceled is based on the total cruise fare paid by the guest to Royal Caribbean and is exclusive of taxes & fees, transfers, and prepaid gratuities, which will be refunded to the original form of payment.

9. My client isn't interested in cancelling and simply wishes to change the ship and sail date. Is this an option?

For suspended sailings departing on or before June 11, 2020, the option to move to an alternate sailing, unfortunately, was not available. Thereafter, Lift & Shift was introduced and has been a popular option for those guests simply wishing to postpone their vacation plans. Guests opting to take advantage of Lift & Shift qualify for the protection of their original cruise fare/promotion when opting to move their reservation to a similar sailing in 2022 on the same itinerary/product, sailing length, embarkation port, stateroom category and within 2 weeks (in most cases), either before or after, the original sail date. Such parameters may vary by product, ship, and/or sailing window.

10. When can my client expect to be refunded for all pre-cruise purchases, such as shore excursions, specialty dining, beverage package, and other add-ons?

Once the reservation is canceled, refunds can be expected within 30-45 days and will be returned to the original form of payment. As an alternative, impacted guests choosing the FCC option can elect to convert their purchases into an onboard credit (OBC) valued at 125% of the amount paid via the Cruise Planner tool. Guests and/or travel partners must opt-in to take advantage of this option on or before the deadlines below, at which time the offer will expire. Thereafter, all guests who did not opt-in for the elevated OBC will automatically receive a refund to the original form of payment. Please allow 45 days for processing. This offer is applicable to individual reservations, as well as individuals within a Group. For all suspension announcements occurring after April 2021, this option has been discontinued.

11. Will travel partner commission be protected?

FUTURE CRUISE CREDIT:

We know how hard you work for your clients and we want to make sure you are compensated accordingly. For this reason, base commissions will be protected on impacted bookings confirmed on cruises Royal Caribbean canceled as a result of the pandemic, so long as the reservation was paid-in-full prior to the sailing suspension announcement. Travel partners will also have the opportunity to earn commission on the future reservation where the correlating FCC is redeemed. Please note that FCC commission earnings are payable only on sailed reservations.

**Additionally, terms vary for reservations confirmed under Casino offers, as well as all reservations booked through a Tour Operator. It's recommended that you reach out to the individual Tour Operator for further guidance.*

LIFT & SHIFT:

- Commission will be paid on the sailed booking and will be based off the final commissionable cruise fare. If already disbursed on the current reservation, the commission payout will follow through to the future booking and, should price adjustments occur, will be based off the final commissionable cruise fare of the sailed booking.

REFUND:

- For cruises Royal Caribbean canceled as a result of the pandemic, commission is protected on all reservations that were paid in full prior to sailing suspension announcement.

12. My client purchased travel protection through Royal Caribbean. Will the cost of it be refunded?

If your client paid for Royal Caribbean Travel Protection and their sailing has now been canceled due to our suspension of operations, the Royal Caribbean Travel Protection plan cost will be refunded. Under Lift & Shift, the Royal Caribbean Travel Protection plan cost will follow to the future reservation (Applicable to US guests only).

13. Are group bookings, including incentive and contracted business, eligible for this compensation offer?

Group bookings are eligible for this compensation for cruises canceled by Royal Caribbean because of the pandemic.

14. Will my group's earned Tour Conductors be protected?

Tour conductor credits are protected if the group was paid in full and inside 100% penalty.

15. What if my client used a Future Cruise Credit to pay for their canceled cruise?

If a Future Cruise Credit was leveraged to pay for a reservation now impacted by the suspension of cruising, we are making it easy for your client by combining all funds into one voucher. The value of

the original FCC will now be added to the new FCC at 100% of its original value, plus 125% of any amount paid by the guest on the sailing Royal Caribbean canceled because of the pandemic. Regardless of the original FCC's expiration date, the new FCC will be valid through December 31, 2022 or one year from the original sail date (whichever is later), at which time all unused funds will expire. Should your client prefer a refund, we are happy to process this request as follows:

- **Sailing Suspension FCCs:** In a scenario where your client has been impacted by a second suspended sailing where his/her original sailing suspension FCC was redeemed, the refund request deadline is based on the most recent, relevant sailing suspension deadline where the latest booking was impacted. The amount to be refunded will not include the incremental 25% earned through the original selection of a Future Cruise Certificate.
- **Non-Sailing Suspension FCCs:** Refund can be requested for any funds paid over-and-above the original FCC value. FCC will then be reissued based on the original terms.

16. Could Global Suspension Future Cruise Credits be applied to an existing booking or do only new reservations qualify?

Future Cruise Credits should be used on new bookings; however, we understand that your client may have already made a new booking with the deposit paid in anticipation of receiving the FCC. If your client made the new booking after the date when Royal Caribbean canceled the relevant cruise, your client can opt to apply the FCC to cover any amount due towards the cruise fare on the booking. Please note that FCCs do not cover taxes & fees or other booking components - such as prepaid gratuities or transfers. Should the value of the FCC be greater than the balance owed, the difference will be reissued in the form of a Future Cruise Credit.

17. Can my client use more than one Future Cruise Credit to pay for his/her cruise fare?

Yes. Should your client be in receipt of more than one FCC that was generated as a result of our suspension of sailings or our Cruise with Confidence program, a recent enhancement now allows multiple vouchers to be applied to the same guest. Non-Refundable Deposit FCCs issued as part of the Cruise with Confidence program (issued after March 13, 2020) are also eligible for stacking.

18. Is my client able to redeem his/her Future Cruise Credit on a holiday sailing?

Absolutely! FCCs administered due to the global sailing suspension can be applied towards cruise fares on holiday departures.

19. Are Future Cruise Credits interchangeable between brands?

No. Future Cruise Credits acquired as a result of our suspended sailings are brand-specific and can only be redeemed on the cruise brand where the cancellation occurred.

20. After my client receives the 125% Future Cruise Credit, can they change their mind and opt for a 100% refund instead?

Yes, refunds can be requested in exchange for unredeemed Global Suspension FCCs as follows:

- Sailings departing on or before May 11, 2020: Refunds were eligible if requested on or before December 31, 2021 and will be processed approximately 30 days after the request is submitted.
- All sailing suspension announcements made between April 16 – November 2, 2020: Refunds were eligible if requested on or before December 31, 2020 and will be processed approximately 45 days from the cancellation date.
- Sailing suspension announcements made in December 2020 and January 2021: Refunds were eligible if requested on or before March 31, 2021 and will be processed approximately 45 days from the cancellation date.
- Sailing suspensions announced in February – June 4, 2021: Refunds were eligible if requested on or before June 30, 2021 and will be processed approximately 45 days from the cancellation date.
- Sailing suspensions announced on June 15, 2021: Refunds were eligible if requested on or before July 31, 2021 and will be processed approximately 45 days from the cancellation date.
- Sailing suspensions announced on or after July 6, 2021: Refunds were eligible if requested on or before September 30, 2021 and will be processed approximately 45 days from the cancellation date
- *Ovation of the Seas* Australia / Hawaii suspensions: Refunds were eligible if requested on or before December 31, 2021 and will be processed withing 45 days from the cancellation date.

Upon processing the refund and reimbursing the original form of payment, the Future Cruise Credit will be deactivated. Additionally, if your client previously opted-in for the 125% Onboard Credit, it, too, will be deactivated when the refund is requested.

21. If my client chose a refund and then wished to take advantage of the 125% Future Cruise Credit instead, is this feasible?

Yes. If the refund has not yet been processed, your client can change his or her mind and revert back to a Future Cruise Credit. By making such a request, your client would be accepting the 125% FCC as full compensation and become ineligible to receive a cruise fare refund.

22. Can Future Cruise Credits be used to pay for the deposit owed on my client's reservation?

Yes. If the value of the Future Cruise Credit covers the full deposit amount, no additional funds will be owed until the Final Payment due date, at which time any cruise fare balance and taxes/fees must be paid using another form of payment. If the value of the FCC does not cover the full deposit amount, additional funds will be required to pay the total deposit needs and, thereafter, the remaining balance will be due by the Final Payment due date.

23. Can my client choose to carry promotional amenities or value adds from their canceled reservation to their future booking?

At time of cancellation, all promotional offers, amenities, and value adds are removed and will not carry over to future reservations. Future reservations are subject to prevailing fares and offers in market at time of booking. The only exception to this is Lift & Shift, where the cruise fare and promotional offering from the original reservation will be protected on the booking moved to a qualifying, future sailings.

24. What will happen to my client's onboard credit now that their sailing is canceled?

Any NextCruise onboard credits will be re-applied to your client's future reservation. Additionally, if your client has an onboard credit as a result of a redeployment, charter, or other goodwill gesture, it can carry over to their future reservation; however, if your client cancels, the onboard credit will be forfeited. Any promotional onboard credit will not be protected (unless part of Lift& Shift). Upon rebooking, your clients can take advantage of the promotional offer available in market at that time.

25. Will my client earn Crown & Anchor points on the canceled sailing?

No. Crown & Anchor points are earned only on sailed reservations.

26. If my client has a unique scenario, specifically related to the redemption of their Future Cruise Credit, is there a process that I should follow to assist in servicing such requests?

We understand that there may be one-off scenarios that need special attention or unique consideration. Most of these situations can be addressed by our contact center team members as they have been trained accordingly. As a reminder, those inquiries can be directed towards our Individual Reservations team at 1-800-327-6700 or Group Reservations at 1- 800-327-2055, depending on the booking type. If you have a truly unique situation, we also have a special support team at 1-888-281-9344 set up to assist.

MODIFIED LIFT & SHIFT: *(Available on select sailing suspensions only; Eligibility criteria may vary)*

27. To Lift & Shift, is it required that my client's reservation be paid in full?

In order to take advantage of Lift & Shift, names and full deposit must have been placed on the booking prior to Royal Caribbean's cancellation of the cruise.

28. If my client opted for Lift & Shift, is he/she eligible to move to a future cruise at any point prior to sailing?

Guests were eligible to rebook under the Lift & Shift guidelines as follows:

- *Sailings departing June 12-July31, 2020: On or before June 10, 2020*

- *Sailings visiting Canada ports between August 1-October 31, 2020: On or before June 17, 2020*
- *Explorer of the Seas departures through August 2020: On or before June 25, 2020*
- *China sailings departing July 1-12, 2020: On or before June 25, 2020*
- *Copenhagen departures through August 2020: On or before June 25, 2020*
- *Suspended sailings between August 1-September 15, 2020: On or before July 10, 2020*
- *China sailings departing July 13-31, 2020: On or before July 10, 2020*
- *Bermuda sailing through October 2020: On or before July 10, 2020*
- *Canceled Odyssey of the Seas sailings between November 5, 2020-April 17, 2021: On or before July 17, 2020*
- *China sailings departing August 1-14, 2020: On or before July 29, 2020*
- *Suspended sailings between September 16-30, 2020: On or before August 5, 2020*
- *Suspended sailings between October 1-31, 2020, plus remaining 2020 Europe & Fall Transatlantic season: On or before August 20, 2020*
- *China departures between August 15-September 13, 2020: On or before August 20, 2020*
- *Australia/New Zealand/South Pacific departures between October 1-31, 2020: On or before September 9, 2020*
- *China departures on Spectrum between September 18-27, 2020 and on Quantum between September 17-October 1, 2020: On or before September 9, 2020*
- *Australia / New Zealand departures between November 1-December 31, 2020: On or before September 28, 2020*
- *China departures on Spectrum of the Seas between October 1-31, 2020: On or before September 28, 2020*
- *Suspended sailings between November 1 – 30, 2020: On or before October 16, 2020*
- *Suspended sailings between December 1-31, 2020: On or before November 13, 2020*
- *Australia/New Zealand departures between January 1-31, 2021: On or before November 25, 2020*
- *Suspended sailings between January 1-February 28, 2021: On or before December 16, 2020*
- *Australia/New Zealand departures between February-April 2021: On or before December 16, 2020*
- *Spectrum of the Seas China departures between January 24 – February 15, 2021: On or before January 19, 2021*
- *Suspended sailings between March 1-April 30, 2021: On or before January 26, 2021*
- *Spectrum of the Seas China departures between February 16-28, 2021: On or before January 26, 2021*
- *Quantum of the Seas sailings departing April 25 – September 27, 2021: On or before February 4, 2021*
- *Spectrum of the Seas China departures between March 7-30, 2021: On or March 4, 2021*
- *Suspended sailings between May 1-31, 2021: On or before March 23, 2021*
- *Spectrum of the Seas China departures between April 3-25, 2021: On or before March 23, 2021*
- *Anthem of the Seas canceled sailings between June 4-August 29, 2021: On or before April 5, 2021*
- *Jewel of the Seas canceled sailings between June 7-October 31, 2021: On or before April 8, 2021*
- *Suspended sailings between June 1-30, 2021: On or before April 22, 2021*
- *Spectrum of the Seas canceled sailings between April 30-May 26, 2021: On or before April 22, 2021*
- *Voyager of the Seas canceled sailings between April 29-May 27, 2021: On or before April 22, 2021*
- *Alaska 2021 canceled sailings: On or before May 28, 2021*
- *Return to Service (Phase 1) canceled sailings: On or before June 11, 2021*
- *Odyssey of the Seas canceled Caribbean sailings: On or before June 23, 2021*
- *Ovation of the Seas canceled fall repositioning sailings: On or before July 13, 2021*
- *Return to Service (Phase 2) canceled sailings: On or before August 11, 2021*
- *Ovation of the Seas Australia/Hawaii sailings: On or before October 21, 2021*

29. Can automated tools be used to Lift & Shift my clients?

No. Automated tools do not currently support the modified Lift & Shift parameters. Determine your client's preferred future sail date, give us a call, and we'll handle the rest.

30. Could my client's add-ons (such as air, transfers, and hotel) and pre-cruise purchases (such as beverage packages, shore excursions, etc.), follow to the future ship/sailing?

No. All add-ons and pre-cruise purchases will be removed during the re-accommodation process and can be added to the future reservation, as desired, at prevailing rates.

31. Are any sail dates ineligible for Lift & Shift?

Christmas, New Year's, and Chinese New Year's cruises are ineligible, unless your client was confirmed on one of these sailings and wishes to take advantage of Lift & Shift to move to the same sailing next year (assuming all other qualifying criteria are met).

32. Is there a limit to the number of times my client can Lift & Shift their reservation?

Yes. Throughout the life of your client's booking, he/she can opt to Lift & Shift only one time during the designated opt-in period. An exception to this rule is when a booking shifts to a new sailing and then is suspended with Lift & Shift as one of the options for compensation.

33. Are taxes & fees protected under Lift & Shift?

No. When leveraging Lift & Shift to move your client's booking to a future sail date, taxes & fees will be adjusted to reflect the charges associated with the new sailing. Taxes & fees from the original sail date will not be protected.

34. Do all rate codes qualify for Lift & Shift?

Select restricted rates are ineligible for Lift & Shift - including but not limited to Net rates, Travel Advisor Friends & Family rates, Travel Advisor Reduced rates, complimentary Casino offers, and complimentary staterooms.

35. If my client elects to Lift & Shift their reservation to a qualifying sailing next year, is he/she able to change their mind for a refund or Future Cruise Credit at a later date?

No. Once Lift & Shift is accepted, unfortunately, reverting to a Future Cruise Credit or requesting a refund at a later time is not an option.

36. My client's existing reservation is past Final Payment and is currently subject to cancellation charges. Is my client still able to Lift & Shift?

Absolutely! If all required criteria are met, your client can opt to Lift & Shift to a qualifying future sail date. Since your client's current reservation falls within the cancellation penalty period, the applicable penalty amount (as indicated on the day the booking is re-accommodated) will follow your client's reservation to the new ship and sail date. If your client sails as planned, there is no impact. Should your client wish to cancel in the future, the cancellation charges will be assessed based on the cancellation policy from the original reservation and retained by Royal Caribbean, as well as any additional cancellation charges as indicated by

the cancelation policy that applies to the new ship and sailing.

37. My client has applied payment in the amount of the full deposit to their existing reservation but has not yet reached Final Payment. Is my client able to Lift& Shift?

Of course! Your client can easily Lift & Shift to a qualifying future sail date. The funds paid to-date will follow, and the revised payment schedule will adjust to reflect that of the new ship and sailing.

38. Upon re-accommodating my client, will his/her payment schedule automatically update to now reflect that of the future sail date?

Yes, upon moving your client from the original sailing to a qualifying future sail date, an updated payment schedule will automatically reflect on your client's reservation, as well as on associated invoices.

ELIGIBILITY FOR 125% ONBOARD CREDIT OFFER IS LIMITED TO GUESTS WHO KEEP THE 125% FCC (INSTEAD OF OPTING FOR A REFUND OR "LIFTING & SHIFTING" THE BOOKING):

OPTION HAS BEEN DISCONTINUED & IS NO LONGER AVAILABLE FOR SAILING SUSPENSIONS ANNOUNCED AFTER APRIL 2021

39. What if my client used an Onboard Credit to pay for Pre-Cruise purchases and wants to opt-in for the 125% OBC offer?

Your clients will receive the offer only for the amount paid, not for the portion paid via an onboard credit.

40. Once the 125% Onboard Credit offer is applied to a new booking, is it refundable?

Once the onboard credit is applied to a new booking, it has no cash value and is not refundable. Once onboard, any amount unused during the voyage will not be refunded at the end of the voyage.

41. Once the 125% Onboard Credit offer is applied to a new booking, will it be available for use prior to sailing or only once onboard?

The onboard credit can be used for both pre-cruise purchases and onboard purchases.

42. Can my client change his/her mind later and opt-in for the 125% OBC Offer?

Guests have until the opt-in deadline to decide. Thereafter, no adjustments can be made, and an automatic refund of the pre-cruise purchases will be issued.

43. How is the value being calculated for my client's 125% Onboard Credit?

The new Onboard Credit is based on the amount paid, excluding any previously applied Onboard Credits, and will be based on a per person value.

44. When does the new Onboard Credit expire?

Guests have until the opt-in deadline to elect for the elevated Onboard Credit. Once issued, the credit will be valid for use by April 30, 2022 onboard Royal Caribbean sailings through September 30, 2022.

45. Does the Onboard Credit have to be used on the same future sailing as the Future Cruise Certificate?

No. Your client can use their Future Cruise Credit on one sailing and their Onboard Credit on another.

46. Is my client eligible for the 125% Onboard Credit, regardless of the compensation option selected?

At this time, the elevated onboard credit offer is only available to those guests who opt for the Future Cruise Credit. Unfortunately, Lift & Shift bookings do not qualify, nor do those requesting a refund.

** See full terms & conditions of these offers for additional details.*