

A GIFT CARD FOR THEIR GETAWAY

'Tis the season to max out the memories with Royal Caribbean®. From weekend getaways to longer escapes, everyone on the nice list will have their pick of adventures — or onboard favorites. A Gift Card is easy to purchase, send and redeem, and always a merry addition to any holiday celebration. In just a few clicks, your clients can send a gift to their inbox that's customizable, convenient and flexible. And since the amount never expires, family and friends can unwrap the thrill of bold new discoveries and experiences on their own schedule.



GIFT CARDS CAN BE REDEEMED ON:

- Cruise Fare
- Beverage Packages
- Shore Excursions
- Spa Treatments
- Specialty Dining
- And much more!

Light up you client's holiday with a Royal Caribbean Gift Card!





FREQUENTLY ASKED QUESTIONS

1. What is a Royal Caribbean Gift Card and what can it be used for?

The Royal Caribbean Gift Card is a pre-paid gift card similar to a gift certificate. These digital funds can be used for Royal Caribbean International or Celebrity Cruises cruise bookings. The Gift Card can be redeemed by booking online at RoyalCaribbean.com; by calling us at 866-562-7625; or by visiting your Travel Advisor. Gift cards can also be used onboard as payment toward your onboard expense account.

Gift Cards cannot be redeemed for cash or quasi-cash (for example, gaming chips, money orders, deposits, wire transfers, traveler's checks, foreign currency, and similar items).

2. Where can my clients purchase gift cards? Can they purchase a physical gift card?

Royal Caribbean gift cards are available for purchase online only in a digital format, making them easy to purchase, send, and redeem.

3. Can I purchase a gift card if I live outside the U.S. and U.S. Territories?

No. International purchases for gift cards are not available at this time. Gift card currency is restricted to USD.

4. Are there any fees associated with the purchase of a gift card?

No, there are no fees associated with the purchase of a gift card. You will only be charged the face value of the gift card.

5. Do gift cards ever expire?

The funds on these gift cards don't expire. However, if the card's full value hasn't been used within nine years from the date of purchase, its holder will need to contact Customer Support at 877-246-6255 to transfer the remaining funds to a new gift card number.

6. What are the increments of the dollar amount I can load on to a gift card?

Gift cards can be purchased in customizable amounts between \$50 - \$2,000. There is no limit on the number of gift cards you can purchase at a time, but you can only purchase up to \$2,000 per transaction.

7. Where do I go if there is an issue with the service?

If you or your clients are having trouble with the gift card service, please visit https://royalcaribbean.cashstar.com/self_service/v2/about/customer_support/contact.

8. When will this be available for my clients?

The early access window for Crown & Anchor Society members and Trade Partners is on Friday, October 20, 2023. All remaining audiences will have access to the program on Tuesday, October 24, 2023.

9. How can I redeem gift cards for my clients?

You can redeem gift cards in exactly the same area as any other payment. Click Make Payment, then click Gift Card, enter the info, and finally submit payment (+ allocate payment if in a group). The one additional feature is an ability to check the balance of the gift card. To do so, simply enter all the card info and click check balance





