

NON-REFUNDABLE DEPOSIT PROGRAM

FREQUENTLY ASKED QUESTIONS

Updated as of November 1st, 2018

1. Why does Royal Caribbean provide fares that require a non-refundable deposit?

Non-refundable deposit fares provide our guests with added confidence to book early and our travel partners the reassurance in more qualified, dependable business.

2. What is the key benefit of the non-refundable deposit fares?

The added benefit that come with the non-refundable fares include not only more consistent pricing, but pricing that will always be lower than the standard fare during brand promotions.

3. Why was the decision made to remove the onboard credit for bookings made on-or-after November 1st, 2018?

Over the past year, we regularly monitored booking analytics and conducted research which identified that the onboard credit was not influencing the consumer's buying decision. Based on these findings, the decision was made to sunset the onboard credit and to ensure that the non-refundable deposit program continues to offer the lowest pricing. This change will take effect for all new bookings made on-or-after November 1st, 2018.

4. Will this change impact existing reservations confirmed under a non-refundable deposit fare?

Unless a change occurs to an existing reservation that forces a reprice to the booking, no impact will be seen to existing reservations. The amendments that lead to a reprice include, but aren't limited to, amending the ship, sailing, or category of an existing reservation, as well as converting to a different fare or promotional offer. Should a reprice occur on-or-after November 1st, 2018, the onboard credit will no longer apply.

5. How can I identify a non-refundable pricing program when booking my clients on Royal Caribbean?

As of November 1st, 2018 - when creating your clients' reservation, simply select the fare name ending in "NRD" previously notated as "No Ref Dep" to choose the non-refundable deposit option.

6. Are non-refundable deposit fares available to book on all ships fleet-wide?

Yes, non-refundable deposit fares are available to book on all ships.

7. How long will the non-refundable fare option be available to my clients?

The non-refundable deposit fare will be available for your clients through final payment and up until sail date.



8. Why was the decision made to enforce only non-refundable deposit fare options for Suite inventory (specifically Grand Suite or higher) and Guarantee categories?

In an effort to preserve our valued Suite inventory and to ensure availability for our committed guests, a non-refundable deposit will become the only option for those guests interested in reserving an upper Suite. This also holds true for guarantee categories, including W/WS, X/XB, XN, Y/YO, and Z/ZI, where lower lead fares are typically the best deal.

9. What is a change fee and when will it be incurred?

In an effort to deter continual or late ship/sail date adjustments, a change fee of \$100 per guest will be imposed to all reservations booked under a nonrefundable deposit fare that opts to change either the ship and/or sail date originally selected. Such fees will be incurred, without exception, at time of change, thus, emphasizing the importance of ensuring that your clients are aware of the detailed terms of this program at time of booking.

10. Should multiple changes to the ship and/or sail date be required, will multiple change fees be incurred?

Multiple adjustments to the ship and/or sail date of a booking will result in the assessment of a \$100 per guest change fee for each qualifying change made to the reservation. There is no limit on the number of change fees that can be incurred.

11. Should your clients choose to cancel a reservation confirmed under a non-refundable deposit fare, what refunds will apply?

Outside of final payment, when a non-refundable deposit cancellation occurs, your clients will receive a Future Cruise Certificate in the amount of their designated cruise deposit, less the \$100 per guest change fee. Such Future Cruise Certificates can be applied towards your client's future Royal Caribbean cruise vacation when reserved within 1 year of the issue date. Thereafter, the Future Cruise Certificate will expire and becomes invalid.

12. How is the change fee applied to qualifying bookings?

Should your clients choose to change their original ship and/or sail date, please contact our Trade Support & Service team at 1-800-327-6700 where a representative will assist in making the desired changes, while also applying the qualifying change fee(s) and collecting payment, if not already done so.

13. Are non-refundable deposit fares applicable to groups?

Yes, bookings can be made on an individual basis on the non-refundable deposit program and transferred into a group.

14. How are NextCruise bookings impacted by the introduction of non-refundable deposits?

The same non-refundable deposit guidelines apply to all reservations, regardless of booking channel.

15. Will the required deposit amount also change?

At this time, the deposit amount structure per guest/stateroom is not changing.

16. As a travel professional, am I required to alert my clients when advertising non-refundable cruise fares? When is it suggested that I discuss with them the detailed terms of the non-refundable deposit programs?

Yes, it is very important that all travel partners clearly specify when non-refundable deposit requirements apply, both in marketing advertisements and also upon confirming your clients' cruise reservation(s). It is imperative that your clients understand the full terms and conditions of such fares in advance.



17. As a travel professional advertising a fare requiring a non-refundable deposit, what specific requirements must be clearly stated?

The following options are acceptable:

- The full amount of the non-refundable deposit must be disclosed above, below, or to the side of the advertised fare. Sample verbiage: "A non-refundable deposit of {insert amount} per person applies to this fare".
- When featuring multiple fare options – those requiring nonrefundable deposits, as well as regular fare options – it is imperative that a disclaimer be clearly displayed to notify that some fares require a nonrefundable deposit and that change fees may apply. Sample verbiage: "The minimum deposit amount for some of the fares shown in this advertisement is nonrefundable; a change fee of \$100 per guest may apply. Contact {insert travel partner information} for complete details."

18. Is it acceptable to disclose a non-refundable deposit requirement solely in the Terms & Conditions of an advertisement?

No, it is not sufficient to simply disclose such charges only in the Terms & Conditions of an advertisement. It must be clearly stated within the advertisement copy in a conspicuous manner.

19. Are non-refundable deposit amounts commissionable?

Should a cruise fare be cancelled, non-refundable deposits withheld will not be commissionable.

20. Where can I go to learn more about non-refundable deposit fares?

Please visit www.LoyalToYouAlways.com/nonrefundable to view all supporting materials, as well as the official program Terms & Conditions.

SCENARIOS:

21. Should my clients opt to reserve a non-refundable deposit program at time of booking, are they eligible to switch to a regular pricing option at any point prior to sailing?

Any booking originally created as or switched to a non-refundable deposit fare will maintain this status for the life of the reservation, regardless of subsequent fare program adjustments.

22. Should my Suite client choose to downgrade to a balcony stateroom after already confirming a Suite, will the booking remain under non-refundable status? Will a change fee be incurred to adjust inventory types?

Any booking originally created as non-refundable will maintain this status for the life of the reservation, regardless of subsequent category changes. Change fees are only incurred should an adjustment to the ship and/or sail date occur; therefore, no change fee will be assessed upon swapping between category types on the same ship and sail date.

23. If my clients choose to purchase insurance under Royal Caribbean's Travel Protection Program, will this shield them from incurring responsibility for any applicable change fees that may occur?

The guest's non-refundable deposit would be covered by the Travel Protection Program, assuming the Travel Protection component is paid in full; however, the change fees incurred due to a ship or sail date change are not covered by the Travel Protection reimbursement would be less the change fees.

24. If one of my clients opts to cancel, reducing a booking from double occupancy to single, how is the non-refundable deposit handled?

Reductions in the original occupancy will result in the deposits from the third and fourth guest being put toward the outstanding balance of the cruise fare for guest one and two. All deposits are non-refundable, thus the cancelled guest is subject to the terms of a nonrefundable deposit fare. Booked guests can change the names free of charge and are not subject to a change fee.

25. Should your clients choose to cancel a reservation confirmed under a non-refundable deposit fare, and rebook using their FCC within one year, what is the process for the travel agent?

When an FCC is applied to a new booking (within one year of the FCC issuance), FCC will be applied as a savings discount towards the Cruise Fare of the new booking. The travel agent will receive their commission based on the total cost of the cruise, prior to the FCC savings being applied.

