

NEW CANCELLATION POLICY

Our newly simplified booking cancellation policy will make your bookings easier to manage and encourage the finalization process earlier. Your clients will be more likely to follow through on their vacations, protecting your earnings. The new policy aligns Royal Caribbean with industry standards.

Uniform across the board, the policy will also apply to Alaska Cruisetours, holiday sailings and NextCruise bookings made onboard. The new policy will continue to be consistent for both group and (FIT) individual booking cancellations.

Effective for all bookings made on or after April 8, 2018.

OLD POLICY

Applicable to bookings made prior to April 8, 2018

CRUISE LENGTH	DAYS TO DEPARTURE	CHARGES (PER PERSON)
1-4 NIGHTS <i>(including Holiday Sailings)</i>	75+	No Charges
	74-43	Deposit Amount
	42-29	50%
	28-15	75%
	14 or less	100%
5 NIGHTS OR LONGER <i>(including Holiday Sailings & Cruisetours)</i>	90+	No Charges
	89-57	Deposit Amount
	56-29	50%
	28-15	75%
	14 or less	100%

NEW POLICY

Applicable to bookings made on-or-after April 8, 2018

CRUISE LENGTH	DAYS TO DEPARTURE	CHARGES (PER PERSON)
1-4 NIGHTS <i>(including Holiday Sailings)</i>	75+	No Charges
	74-61	50%
	60-31	75%
	30 or Less	100%
5 NIGHTS OR LONGER <i>(including Holiday Sailings & Cruisetours)</i>	90+	No Charges
	89-75	25%
	74-61	50%
	60-31	75%
	30 or less	100%

PRO TIP:

Keep this flyer with page 256 of your new 2018-2019 Travel Agent Guide, where the old cancellation policy is outlined, for best reference.



CANCELLATION POLICY FAQs

1. What are the new time frames and changes my clients can expect from the revised cancellation policy?

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1-4 NIGHTS <i>(including Holiday Sailings)</i>	75+	No Charges
	74-61	50%
	60-31	75%
	30 or Less	100%
5 NIGHTS OR LONGER <i>(including Holiday Sailings & Cruisetours)</i>	90+	No Charges
	89-75	25%
	74-61	50%
	60-31	75%
	30 or less	100%

2. When will Royal Caribbean's new cancellation guidelines take effect?

The new cancellation guidelines will take effect beginning April 8, 2018.

3. Do the adjustments to the cancellation policy affect both individual and group bookings?

Yes, both individual and group reservations created on or after April 8, 2018 will be impacted by this change.

4. Will groups booked prior to the effective date of April 8th be protected?

Groups with any named and deposited space prior to April 8th will be protected under the old guidelines. Should a group shell not have any named and deposited inventory, it will be converted to the new cancellation schedule on April 8th when the adjustment takes effect.

5. Why did Royal Caribbean opt to make this change?

The cancellation policy adjustments announced in this communication were decided upon in an effort to better align with industry standards and to make the schedule simpler and more concise.

6. How are Alaska Cruisetour bookings impacted by this change?

Alaska Cruisetours now align with the same cancellation schedule as those sailings that are 5-nights or longer in length.

7. Does this change apply to NextCruise bookings?

Yes, the policy adjustments noted in this communication apply to NextCruise bookings.

8. Will booking invoices and other guest documentation immediately reflect the cancellation policy adjustments?

During this transition, booking confirmations and other guest documentation will be updated.

9. Should additional questions arise related to this update, who should I contact?

Your questions can easily be addressed through your local Strategic Account Manager or by contacting our Trade Support and Service contact center team. Also, be sure to reference all supporting materials posted on www.CruisingPower.com.

