



# NEXTCRUISE BOOK LATER OFFER – ROYAL CARIBBEAN® APP

## FAQs: Booking with NextCruise through the Royal Caribbean App

Royal Caribbean is excited to introduce our new NextCruise option for booking via the RCI App.

Now your clients can take advantage of the best Royal Caribbean offers, right from their fingertips, on their personal device, anywhere on the ship and at their own convenience by simply downloading the RCI App and connecting to the Royal Caribbean wi-fi network. Whether sipping the drink of the day by the pool, waiting for the show to begin or watching live musicians in the Schooner Bar, your clients can make their own NextCruise Book Later reservation with access to all available offers.

### 1. What is the Royal Caribbean app's NextCruise feature?

Royal Caribbean has gone digital with the NextCruise program, enabling your clients to make their own NextCruise Book Later reservation via the app. This feature offers more flexibility and more convenience when booking their next cruise.

### 2. How does my client make a NextCruise booking via the app?

Your client must have the app downloaded to their smart phone which can be done for free while onboard on of Royal Caribbean's ships. From their profile page, they will scroll down and select the NextCruise feature which will lead them directly through their booking steps.

### 3. Are both NextCruise options — Book Now or Book later — available on the app?

No. Clients can only choose the Book Later\* open-booking option via the app. This allows them to place a non-refundable reduced deposit of \$200 per stateroom, and gives them up to one year to choose their ship and sail date. If they pick their next cruise within the first two months, they receive up to \$600 in savings. To take advantage of the Book Now offer, clients who wish to learn more about booking a specific ship and sail date must visit the NextCruise office onboard to submit their deposit and complete their booking details.



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#### 4. Will my clients still be able to visit the NextCruise office onboard?

Of course! Royal Caribbean's NextCruise office will continue to be fully staffed and available for guests who wish to make their reservation in person. The NextCruise team continues to be the onboard experts on the Royal Caribbean product, assisting your clients on the best ship, best itinerary and best stateroom based on their needs. In fact, the majority of guests still prefer an in-person consultation to discuss their future cruise plans. The app serves those clients who aren't ready to pick their ship and sail date yet, but do wish to make a deposit and also want to make a booking from the convenience of their smart phone.

#### 5. What if my client has questions about the app or about details of the NextCruise offer?

The NextCruise office remains fully staffed and happy to answer any questions in person or support your clients through the app booking process. They're open for an average of 12 hours a day and will assist with any questions your clients may have.

#### 6. Will I still get full credit if my client books via the app?

Absolutely! Our app recognizes the Travel Professional your client came onboard with and clones the booking to ensure you receive credit again. Both you and your client will receive a booking confirmation within 24 hours of paying a deposit.

#### 7. Where can I find my new NextCruise bookings made onboard via the app?

These bookings will be housed in the same location as those made in person with the NextCruise team: in Cruising Power -> ECruise Stats -> Insight. Please note you must have administrative rights to log in to access them online. A booking confirmation is also always sent to the travel professional email on file.

#### 8. Is this NextCruise feature available across all Royal Caribbean ships?

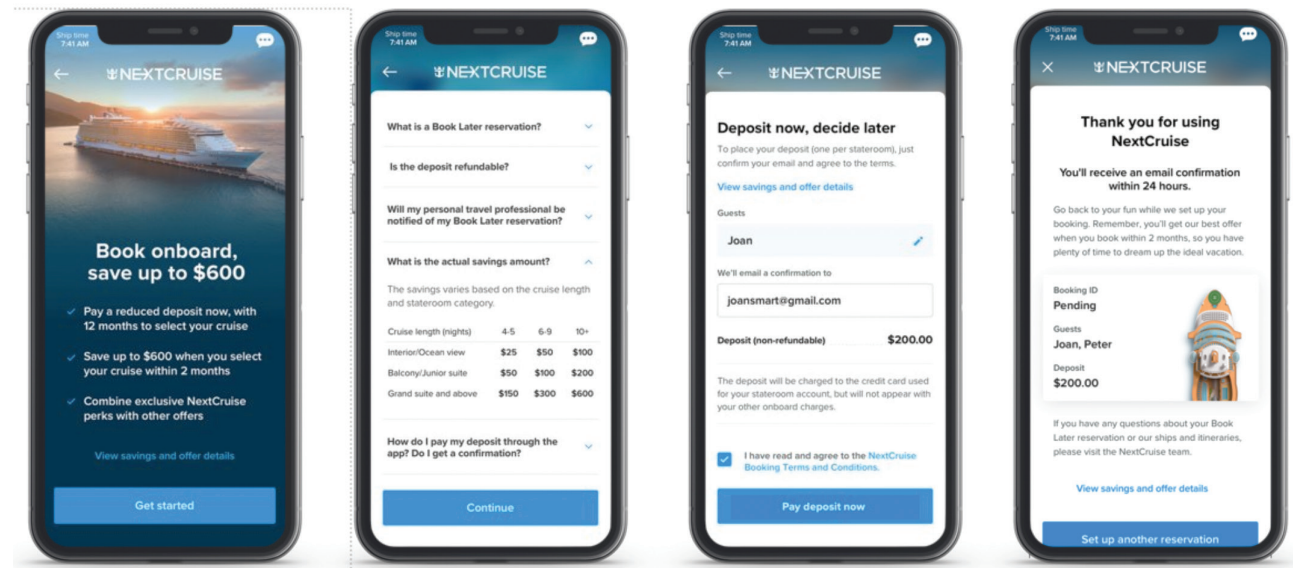
NextCruise booking via the Royal App is available on any Royal Caribbean ship that offers the app, currently including all ships fleet-wide (exclusions include China Homeports).



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## 9. What does the NextCruise app-booking process look like, so I can better understand and relay the message to my clients?

It's simple, user friendly, easy to understand, and requires just a few steps to complete the booking. There's an explanation of the offer, a terms and conditions FAQ, an entry point for guest and payment information, email confirmation details, and new booking ID section. It offers your clients everything they need to know and do to take advantage of Royal Caribbean's best offer at the ease of their fingertips.



## 10. Will this feature be available pre and post-cruise so my clients have more time to take advantage of the offer?

The NextCruise booking via the app feature is only available while onboard and their device must be connected to the Royal Caribbean Wi-Fi. They will have access to the app pre and post-cruise but the NextCruise Book Later offer will not appear until Day 1 when they connect to Royal Caribbean Wi-Fi. They will also be able to access the feature while at Perfect Day at CocoCay, as long as they remain connected to Royal Caribbean wi-fi.



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### 11. Is there an additional cost for booking via the NextCruise app feature?

Like all Royal App features, there is no charge to use the app, but an actual NextCruise Book Later commitment requires a non-refundable \$200 per stateroom booking deposit.

### 12. How can I share this information with my clients?

The best means of promoting this new feature is to include these FAQs in your pre-cruise communication approximately 1-2 weeks before they board. Because this feature is not yet fleetwide, it is not included in our pre-boarding documents. Your clients will see it promoted when they step onboard but it's always more impactful when they have been informed by their travel partner first.

### 13. Where can I find more information on the NextCruise program?

LoyalToYouAlways.com is your most valuable resource to find all of your NextCruise information including our core offer, marketing you can customize and leverage, FAQs and more.

<https://LoyalToYouAlways.com/service/nextcruise/>



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