



# FLEXPAY

THE BETTER WAY TO PAY

The best payment schedule is the one your clients help create. Now a payment option within Espresso, FlexPay, lets your clients customize how and when they pay their reservation balance. Save your time and theirs by taking advantage of FlexPay's many benefits!



### Schedule Payments

With FlexPay, clients can pay their balance due with up to 10 payments. They can also fully customize the payment dates and amounts.



### No Fees & No Interest

FlexPay is free. It's simply a more convenient way for you and your clients to manage how and when they pay.



### Cancel Anytime

Plans and preferences change. If your client wants to modify or cancel their FlexPay payment schedule, all it takes is a few clicks.

*Your clients are eligible for FlexPay if they've paid the minimum deposit and their booking is outside final payment.*



\*Features vary by ship. Prices are per person, cruise only, based on double occupancy in interior stateroom and in U.S. dollars. All itineraries are subject to change without notice. Prices are subject to availability and change without notice. Certain restrictions apply. ©2023 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas.



## FREQUENTLY ASKED QUESTIONS

- 1. Can you have 10 payments per person on a booking?**  
Yes! FlexPay allows for 10 payments per booking.
- 2. Once you use the first 10 payments, can you add additional 10 payments?**  
FlexPay allows for 10 payments for the life of the booking.
- 3. Are the confirmation emails sent to the agent or the agency?**  
Confirmation emails are sent to the agency email address.
- 4. Can we print the payment schedule to send to our clients?**  
There is a print payment summary button where you can easily print the FlexPay schedule for your records or communications to your client.
- 5. Can each member of the group have their own custom payment schedule?**  
FlexPay only allows for 10 payments for the entire booking, regardless of number of guests.
- 6. Can we cancel FlexPay payments at any time?**  
You are in control of the schedule so you can cancel at any time.
- 7. Can I adjust FlexPay payments?**  
You can schedule and adjust payments at any time that fit your client's needs.
- 8. What is the latest I can use FlexPay?**  
You can use FlexPay any time before the final payment date.
- 9. Is FlexPay a loan?**  
FlexPay is an automatic payment schedule that allows you to control with no fees.
- 10. Will I receive confirmation or notification when a payment is scheduled?**  
The agency email address will receive a series of emails regarding FlexPay. One email confirming setup of the payments. Another email to notify upcoming payments for the next day. The last email will be after a payment has processed.
- 11. What are the requirements of FlexPay?**  
To use FlexPay, the minimum deposit must be secured, and you cannot be within the final payment date.
- 12. Can you allocate payments for groups in FlexPay?**  
Yes! You can use FlexPay for groups and FlexPay will prompt you to allocate the funds at a guest level.
- 13. If a payment is declines, what happens to the FlexPay schedule?**  
An email will be sent to the agency notifying that the payment was declined. At that point, an additional payment can be added to schedule. Clients will not "lose" a payment due to a declined payment.
- 14. What happens if the booking total changes?**  
FlexPay will automatically rebalance and add/subtract the difference to the last scheduled payment.
- 15. Do all 10 payments have to be used in order to use FlexPay?**  
No! You can schedule one payment or a maximum of 10 payments and anywhere in between.

