



ROYAL
SUITE
 CLASS

Royal Loft Suite

DISCOVER LUXURY THAT'S ANYTHING BUT BORING

This is Royal Suite Class — three tiers of inclusive amenities and exclusive experiences elevating every aspect of your clients' vacation. Like a secluded cabana at our private tropical destination of Labadee®. And it can all be arranged by their very own Royal Genie, who crafts unique experiences like these just for them. All while staying in the most expansive suites at sea, from a slice of paradise right outside their door to revolutionary multi-level Royal Loft Suites.

STAR

Star is the new definition of VIP. It isn't priority access — it's all access. And it starts with the most spacious and unbelievable suites at sea. Plus, a Royal Genie that expands your clients' VIP status ship-wide.

SKY

Spectacular accommodations, attentive service and exclusive experiences — this is Sky. A Concierge crafts adventures for your clients, including personalized reservations.

SEA

Sea gives your clients the perfect place to rest and recharge between adventures. In these spacious suites, every detail has been carefully considered with your clients in mind.

For more information and marketing assets, visit LoyalToYouAlways.com/Marketing > Royal Suite Class



*The Royal Suite Class now available. Max stateroom occupancy within a category may vary. Suite program benefits, amenities, and services vary by suite category, ship, and itinerary, and are subject to change at any time without notice. Additional program terms apply. Royal Suite Class programming developed exclusively for Oasis and Quantum class ships. ©2021 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas. 16049781 • 01/09/2019

FREQUENTLY ASKED QUESTIONS

1. What stateroom categories are included in the Royal Suite Class program?

The Royal Suite Class is broken out into three tiers: Star, Sky, & Sea

2. What is the Royal Suite Class?

As part of the Royal Caribbean commitment to creating unforgettable vacation experiences for your clients, we have developed Royal Suite Class — Luxury That’s Anything But Boring. Royal Suite Class is an elevated onboard experience for suite guests, combining the unmatched range of innovative Royal Caribbean suite-category accommodations with superior service, exclusive access and personalization of guests’ cruise experiences. Within its three tiers — Star, Sky and Sea — this program offers exclusive access to lounges and dining venues while onboard, attentive services and additional stateroom amenities.

STAR	SKY	SEA
<ul style="list-style-type: none"> • Ultimate Family Suite • Royal Loft Suite • Villa Suite – 4 Bedrooms • Owner’s Loft Suite • Grand Loft Suite • Owner’s Panoramic Suite – 1 Bedroom • Grand Panoramic Suite – 1 Bedroom • Ultimate Panoramic Suite • Star Loft Suite • Spacious AquaTheater Suite with Large Balcony – 2 Bedrooms • AquaTheater Suite with Large Balcony – 2 Bedrooms 	<ul style="list-style-type: none"> • Sky Loft Suite • Spacious AquaTheater Suite – 1 Bedroom • AquaTheater Suite – 1 Bedroom • Crown Loft Suite • Owner’s Suite – 1 Bedroom • Grand Suite – 2 Bedrooms • Grand Suite with Large Balcony – 1 Bedroom • Grand Suite – 1 Bedroom • Golden Balcony • Golden Junior Suite 	<ul style="list-style-type: none"> • Junior Suite with Large Balcony • Junior Suite • Sunset Junior Suite

3. What amenities are included in each suite tier?

STAR	SKY	SEA
<ul style="list-style-type: none"> Exclusive Access to Royal Genie Service All Day Access to Coastal Kitchen Complimentary Specialty Restaurants Complimentary Deluxe Beverage Package Complimentary Refreshment Package Still and Sparkling Water Replenished Daily Complimentary Gratuities VOOM, The Fastest Internet at Sea Expedited Boarding and Departure Best Seats in the House in Select Entertainment Venues Priority Entrance to Many Onboard Activities Suite Lounge Access Access to Suite Sun Deck Complimentary Minibar stocked with Coca-Cola® Beverages and Water Complimentary Laundry and Pressing Services Luxury Mattress and Pillows Frette® Linens Luxury Bathroom Amenities Royal Caribbean Plush Bathrobes for Use Onboard Lavazza Espresso Coffee Maker 	<ul style="list-style-type: none"> Concierge Service All Day Access to Coastal Kitchen Specialty Bottled Water (upon arrival) VOOM, The Fastest Internet at Sea Priority Boarding and Departure Priority Dining Reservations Suite Lounge Access Access to Suite Sun Deck Royal Caribbean Plush Bathrobes for Use Onboard Luxury Pillow Top Mattress Luxury Bathroom Amenities Lavazza Espresso Coffee Machine 	<ul style="list-style-type: none"> Dinner at Coastal Kitchen Royal Caribbean Bathrobes for Use Onboard Luxury Pillow Top Mattress Luxury Bathroom Amenities Lavazza Espresso Coffee Machine

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4. Is Royal Suite Class available fleetwide?

Royal Suite Class is available on all Oasis and Quantum Class vessels.

5. Which suites will include the Royal Genie experience?

All suites within the Star tier will receive the Royal Genie experience.

6. Can a guest sailing in Star accommodations request a specific Royal Genie while on their cruise?

We shall endeavor to fulfill all Star guests' requests, including that for a specific Royal Genie; however, this cannot be promised. Star guests may be assured that every Royal Genie is phenomenal and ready to make their vacation an unforgettable one.

7. What are the exclusive communications a guest receives when booking the Royal Suite Class Program?

In the weeks before your clients sail, the Royal Genies will learn their specific preferences, so they may turn the most unforgettable vacation dreams into a reality.

- **6 weeks before:** A Royal Genie will contact the primary guest on the reservation will receive an email on behalf of Royal Genie Services which contains a preference-based questionnaire. This tool is used by the Royal Genie to begin to help them get to know their guests and better create experiences personal to them. This questionnaire may be answered as detailed and submitted as often as desired by the guest. This may either be answered on behalf of the entire party, or it may be forwarded by the guest to others within the suite for completion.
- **4 weeks before:** A Royal Genie will email the primary guest on the reservation. The Royal Genie, with the knowledge gained from the completed questionnaire, will work with the guest to curate their experience. Additionally, the Royal Genie will explain the arrivals process.

8. At what point can guests begin making their precruise reservations (dining, shore excursions, etc?)

All Royal Suite Class guests will be able to reserve shore excursions, dining, spa & fitness, entertainment and other activities 90 days prior to their sail date and are encouraged to pre-book their activities. Guests can pre-book through Royal Caribbean's Cruise Planner (RoyalCaribbean.com/booked) once they have received their reservation number. For specialty restaurant reservations, Star guests can rest assured their Royal Genie can confirm their dining needs beginning approximately 4 weeks prior to their sailing. It is recommended that Star guests or their travel partners reserve desired shore excursions, including Perfect Day at Coco Cay cabanas as these may sell out before Royal Genie communication begins. Star suite guests (as well as Sky, Grand Suite and above, and Pinnacle members) have exclusive access to barefoot beach in private destination in Labadee. However, if they wish to reserve Labadee Barefoot Beach cabanas, these should be reserved by the guest or travel partner at the earliest opportunity, as these may sold out by the time the Royal Genie or concierge makes contact.

9. Can guests pay to receive the Royal Genie experience?

No, this is not a service that can be purchased. It is an amenity exclusive to all Star tier guests.

10. Can the Royal Genie accompany a guest on their planned shore excursions?

While guests are enjoying their time in port, the Royal Genie will be preparing for the guest's arrival.

11. How can a guest reach their Royal Genie?

Star guests may expect to receive an email from their Royal Genie 6 weeks prior to sailing. During this time, the Royal Genie will work with their guests to establish preferred contact methods and their availability pre-cruise as well as during the cruise.

12. Do all guests in a Star Tier booking receive the Deluxe Beverage package?

All guests of drinking age will receive the Deluxe Beverage Package. A soda package will be granted to those guests 18 years and under.

13. How many devices will the complimentary Internet cover within each suite?

Each guest booked in Star or Sky Tier suites will receive complimentary VOOM on one individual device of their choice.

14. Can a guest invite their friends to specialty dining under their reservation?

Complimentary specialty dining is only available for the guests within the suite. Guests are encouraged to dine with family, friends or whomever they'd like but please know that guests not sailing in the suite will be required to pay the cover charge.

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FREQUENTLY ASKED QUESTIONS

15. Can you clarify the complimentary dining options for Suite guests?

Star tier guests receive complimentary specialty dining throughout their entire cruise as well as access to the exclusive suite restaurant, Coastal Kitchen for breakfast, lunch and dinner. Sky tier guests receive access to the exclusive suite restaurant, Coastal Kitchen, for breakfast, lunch and dinner. Sea tier guests receive access to the exclusive suite restaurant, Coastal Kitchen for dinner only. Please note, reservations are required for dinner at Coastal Kitchen. For Star tier guests, beverages other than the Deluxe Beverage Package are not included. For Sky and Sea tier guests, beverages are not included.

16. Are gratuities included for all Royal Suite Class program guests?

No. Gratuities are only included for Star guests. The complimentary gratuities amenity applies only to our Dining Services staff, Suite Attendants as well as other hotel services personnel who work to enhance your cruise experience. Star guests may tip their Royal Genie and Concierge at their own discretion.

17. Can other family members/friends/group not booked in a Royal Suite Class accommodation receive Star, Sky and Sea Tier amenities?

Star, Sky and Sea Tier benefits are only for guests residing in the respective suites. Due to the nature of these services, they cannot be extended to friends and family members sailing on the same voyage who are not booked as Star, Sky or Sea Tier guests. Royal Genie services are also exclusive for guests residing in Star Class suites and will not be extended to friend and family members sailing on the same voyage who are not booked as Star Tier guests.

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