



FREQUENTLY ASKED QUESTIONS

Q. What is my client's deposit amount?

A. Deposits for suite bookings will be calculated as 10% of cruise fare per guest. If the 10% value is less than the standard deposit amount, the standard amount will be applied. All other deposits for balconies, oceanview, and interior staterooms are unchanged.

Q. When did this change take effect?

A. This change took effect for suite bookings created on or after June 1st, 2023.

Q. Is this a brand-wide change? Are all Suite categories included?

A. Yes, this change is brand-wide and includes all suite categories including suite guarantees.

Q. How will the 10% deposit amount be calculated? What happens if my client's booking has a discount applied to it –how will that be taken into account?

A. The 10% deposit is calculated based on cruise fare after all applicable discounts and promotions have been applied.



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Q. How is the 10% deposit calculated with Kids Sail Free?

A. The 10% deposit is calculated off the full booking's cruise fare split amongst the number of guest in the booking. If the deposit, on a per person basis, is lower than the per person standard deposit, standard deposit will be collected per person. For any fifth or more guest that are eligible for Kids Sail Free will be charged the standard deposit amount.

Q. How does this impact bookings that were made prior to the update? If my clients make a change to their existing booking once this update takes effect, will they be responsible for the new deposit amount?

A. Bookings made prior to the update, will not be changed, even if your clients change their booking to another ship or sail date.

Q. What if my clients book in an interior/ocean view/balcony stateroom and upgrade into a suite?

A. If your client upgrades into a suite, their deposit amount will be changed from the standard deposit to 10% of their new cruise fare and they will need to pay any difference at the time of upgrade.

Q. Will this change be reflected on guest invoices and booking confirmations?

A. Yes. The new deposit rules will be reflected on guest invoices and booking confirmations.

Q. Are Suite deposits refundable? Will the full 10% deposit be withheld upon cancellation of a Suite reservation?

A. All suite bookings, including Junior Suites, have non-refundable deposits. As such, the full 10% deposit per person will be withheld upon cancellation. If your clients downgrade from a suite category to a lower category which has a lower cruise fare, the higher deposit will still be held.

Q. Which markets and products will the changes apply to?

A. This change will apply to all markets and all sailings.

Q. How do these changes apply to NextCruise bookings?

A. All NextCruise Suite bookings will require 10% of cruise fare, per-person deposit. Deposits for Junior Suites will now be nonrefundable deposits only, will no longer be reduced and will be calculated on the new percentage rules.

Q. Is this change applicable to both Individual and Group reservations?

A. This change is currently only applicable to Individual bookings.

Q. If a suite reservation is transferred into a group, what impact will this change have on the reservation?

A. For suite bookings transferred into a group, the deposit will be calculated at 10% of the cruise fare or standard deposit, whichever is higher. Deposits must be collected in the individual environment prior to transferring the booking into the group. These guests need the full 10% deposits and shouldn't be refunded any deposit amount after being moved into a group.



Q. How will this change affect waitlist bookings?

A. Guests who opt to place a deposit on waitlist suite bookings will be entering into the non-refundable deposit contract and the 10% deposit will be based off pre-promotional cruise fare. If a suite opens and the guest is booked in a cabin, the non-refundable portion of the deposit will be recalculated as 10% of the cruise fare less any promotions and discounts. The difference between the pre-promotional deposit and recalculated deposit will go towards the cruise payment and will no longer be held in non-refundable penalty but will follow the standard cancellation penalty schedule. If the guest is not placed in a cabin, the full deposit will be returned to them.



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