# POLICY UPDATES FAQS

## Updated Cancellation Penalty Schedule

**Q: Under the revised policy terms, if a guest cancels their reservation, what portion of the fare will be subject to cancellation penalties?**

**A:** For bookings created before October 11th, 2026 the below cancellation terms apply:

| | | | Days to Sailing | | | | |
|---|---|---|---|---|---|---|---|
| | Nights | Final Payment | 119-90 | 89-75 | 74-61 | 60-31 | 30-0 |
| Current Penalty Schedule | 1-4 Nights | 75 Days | NR Deposit | | 50% | 75% | 100% |
| | 5-14 Nights | 90 Days | NR Deposit | 25% | 50% | 75% | 100% |
| | 15 + Nights | 120 Days | 25% | | 50% | 75% | 100% |

If your reservation was created on or after September 29th, 2026 for Alaska, Hawaii, Transpacific, Panama Canal, or Pacific Coastal sailings departing on or after April 11th, 2028, then it would be subject to the following cancellation schedule.

| | | | Days to Sailing | | | | |
|---|---|---|---|---|---|---|---|
| | Nights | Final Payment | 119-90 | 89-75 | 74-61 | 60-31 | 30-0 |
| NEW Penalty Schedule | 1-4 Nights | 75 Days | NR Deposit | | 50 | 75% | 100% |
| | 5-9 Nights | 90 Days | NR Deposit | 50% | | 75% | 100% |
| | 10 + Nights | 120 Days | 50% | | | 75% | 100% |

**Q. What are the key changes to the deposit structure?**

**A:** The new simplified deposit structure reduces the deposit for 15+ Nights to $450, which is now included in the 10+ Night bucket.

| | Current | NEW | |
|---|---|---|---|
| 1-5 Nights | $100 | $100 | |
| 5-N Bermuda | $250 | $250 | |
| 6-9 Nights | $250 | $250 | |
| 10-14 Nights | $450 | 10+ Nights | $450 |
| 15+ Nights | $500 | | |

***Please note: The cancellation, deposit, and payment terms above apply only to bookings made in the United States, Canada, and Puerto Rico. Guests booking from other countries should refer to their local site or contact their travel advisor for applicable terms.***

**Q: What is new in the updated cancellation penalty schedule?**

A: Adjusted sailing length categories to introduce 5-9 Night bucket and, separately, 10+ Night sailings; Streamlined penalty schedule to eliminate 25% penalty tier, regardless of sailing length; Simplified deposit structure by reducing 15+ Nights to $450.

**Q: Does this apply to Groups and FIT bookings?**

**A:** Yes, effective September 29 for Alaska, Hawaii, Transpacific, Panama Canal, or Pacific Coastal sailings departing on or after April 11th, 2028, and effective October 11 for all other sailings, the NEW cancellation penalty schedule applies to both FIT and Group bookings, across all existing and new deployment.

**Q: Where is this penalty policy applicable?**

**A:** Applicable to North America only (US, Canada, and Puerto Rico .

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Q: **What happens if a new booking is made after October 11, 2026, into an existing group created prior to October 11? Which penalty schedule does it adhere to?**

A: A new booking created after October 11 that is moved into a legacy group (created before October 11) will retain the group's original penalty schedule.

## 3rd and 4th Guest Cancellations

Q: **What is the penalty for 3rd and 4th guest cancellations?**

A: The penalties vary based on cabin type and timeframe within the penalty window. Please see below.

| Scenario | Double (D) | Triple (T) | Quad (Q) |
|---|---|---|---|
| Inside Penalty Window (<100%) | No Penalty, Single Supplement instead | Apply Guest 3 penalty | Apply Guest 4 penalty always |
| Inside Penalty Window (=100%) | Apply Guest 2 penalty and retain Guest 1 CF and NCCF | T-D - Apply Guest 3 penalty.<br>T-S – Apply Guest 2&3 penalty and retain Guest 1 CF NCCF | Q-T – Apply Guest 4 penalty (or Guest 3 if Guest 4 is zero).<br>Q-D - Apply Guest 3&4 penalty.<br>Q-S – Apply Guest 2,3&4 penalty and retain Guest 1 CF and NCCF |
| Outside Penalty Window - Refundable | No Penalty | No Penalty | No Penalty |
| Outside Penalty Window - Non-Refundable Deposit | Deposit retained as penalty | Deposit retained as penalty | Deposit retained as penalty |
| CF = Cabin Fare NCCF = Non-commissionable cruise fare | | | |

**Q: Does this apply to FIT bookings, Groups, or both?**

**A:** The current penalty 3/4 change is specific to individual reservations. Group bookings retain their existing group penalty behavior, which already included 3rd and 4th guest penalty, once transferred into the group environment.

**Q: Does the change apply internationally?**

**A:** Yes, the change applies globally across applicable individual reservation channels and markets, with testing required for E2K, Espresso, API, and related flows.

**Q: Does the new guest-level penalty replace booking-level penalties?**

**A:** No, guest-level penalties do not replace booking-level penalties. The system must preserve the greatest applicable penalty and ensure the correct amount remains available for withholding and downstream processing.

**Q: What if a guest is removed and replaced on the same day?**

**A:** This is considered a name change, not a cancellation. No cancellation penalties or charges will apply.

**Q: How does this impact Kids Sail Free bookings?**

**A:** If there are two adults sailing as the primary guests with the Kids Sail Free (Free 3rd and 4th) promotion applied, there will not be any penalties at the 3rd and 4th level as they have no cruise fare.

**Q: How are Flights by Royal and cruise penalties handled?**

**A:** The system separately identifies and accounts for Flights by Royal penalties and cruise cancellation penalties, improving charge visibility and reporting accuracy.

**Q: How are Flights by Royal and cruise penalties withholding handled?**

**A:** Withheld amounts follow this priority: Flights by Royal penalties are settled first, and any remaining amount is subsequently applied to cruise cancellation penalties (display purpose).

**Q: Is commission protected if a guest cancels?**

**A:** Commission is only protected if the guest cancels within the 100% penalty window. Travel Partners will receive actual commission amount on fully paid bookings with Royal Caribbean Travel Protection, up to a maximum of the penalty imposed should your client cancel their cruise for any reason.



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