

# RCL CARES<sup>SM</sup>

## *Travel Partner Support Program*

*Last Updated: July 18, 2022*

### **1. What does the latest tier of the RCL CARES® program entail?**

On July 18, 2022, Royal Caribbean Group announced it has received court approval to acquire the ultra-luxury cruise ship, Endeavor. Originally delivered to Crystal Cruises in 2021, the ship will be renamed Silver Endeavour when it officially joins the Silversea Cruises fleet this month. While our acquisition only covers the physical vessel, we want all of our guests to know we go above and beyond to take care of them. To celebrate this notable milestone, under the RCL Cares Program, the Royal Caribbean Group is offering to protect the deposits of guests who were originally booked on Crystal Endeavor and make a new booking on one of our global brands - Royal Caribbean International, Celebrity Cruises and Silversea Cruises. We believe those Crystal guests will receive back their deposits regardless, but we want to give them added assurance. Therefore, to the extent that these Crystal Endeavor guests do not receive their deposits back from Crystal (or other sources), the Royal Caribbean Group will refund any amount paid on their new bookings made with any of the three brands by November 30, 2022 up to the amount of their lost deposits from Crystal. We are delighted to welcome these guests to our family of brands.

### **2. Who is eligible for this offer?**

This offer is only available to guests who: (a) had an active booking on a Crystal Endeavor cruise that was cancelled after Crystal Cruises ceased operations in the first quarter of 2022; (b) have not received (and will not receive) a full refund of the cruise fare (and related taxes/fees) (the “Fare”) paid by the guest to Crystal Cruises for the qualifying Crystal Endeavor booking; and (c) have not recovered (and will not recover) equivalent funds from another source. Sources of refunds or other recovery may include: refunds from Crystal Cruises; disputing the credit card charge; claiming under travel insurance; payment from a claim filed with the court-appointed insolvency administrator; and claiming against a Crystal Cruises’ performance bond.

If the guest has been, or will be, made whole via refunds or recovery from other sources, he/she will not be eligible for this offer. If the guest received (or will receive) a partial refund or recovery, he/she will be eligible for this offer but only to the extent of the balance the guest was unable to recover from Crystal Cruises and/or other sources. The RCG cruise credit available to these guests (the “Credit Amount”) will be equal to the Fare paid by the

guest to Crystal Cruises for the qualifying Crystal Endeavor booking, less all amounts the guest received (or will receive) in refunds or recovery from any source.

Guests will be required to establish their eligibility for the offer, as well as the Credit Amount, by submitting supporting documentation to Royal Caribbean Group (RCG) for verification by one of our representatives.

### 3. How does this offer work?

On or before November 30, 2022, guests will make one or more new reservations on Royal Caribbean International, Celebrity Cruises or Silversea Cruises, either their travel advisor or directly, and must adhere to the chosen cruise brand's standard payment terms (e.g. payment in full or in part, as applicable, depending on the number of days to sailing at the time of booking). In parallel, the guest or his/her travel advisor will submit a claim, on or before November 30, 2022, for the Credit Amount he/she wishes to have applied against the booking. The deadline for submitting the guest's initial claim application is November 30, 2022. As part of the initial application, the guest must complete a questionnaire and submit a copy of the guest's Crystal Cruises' booking confirmation and/or invoice reflecting the Fare paid.

The guest must seek to recover from all sources of refunds or other recovery still available to the guest, and provide RCG with documentation to establish that he/she has done so. RCG will then review the claims and determine the payment eligibility, only after the guest has provided RCG with documentation to establish that he/she has done so. If the guest filed a claim with the court-appointed insolvency administrator for the Crystal Cruises' liquidation, the final approved Credit Amount will not be determined until the Crystal bankruptcy court finishes its proceedings and distributes payment of claims filed by unsecured creditors, including the guest. There are two booking scenarios:

**Scenario A:** If a guest wishes to sail on a cruise departing in advance of seeking to recover from all sources of refunds or other recovery still available to the guest and providing RCG with documentation to establish that he/she has done so, he/she will be responsible for full payment of his/her RCG cruise vacation. Then later, after he/she has completed the recovery requests via all available sources, sailed under the booking and the claim is cleared, RCG will reimburse the guest for the Credit Amount applied against the RCG booking.

**Scenario B:** If a guest wishes to sail on a cruise departing after he/she has sought to recover from all sources of refunds or other recovery still available to the guest and provided RCG with documentation to establish that he/she has done so, he/she will likely be required to pay the deposit amount owed on the RCG reservation. Once the required supporting documents have been submitted, the claim will be reviewed. In this case, if the guest established his/her eligibility for the offer and the Credit Amount is approved, RCG will then credit the Credit Amount to the RCG booking. If the approved Credit Amount is sufficient to cover the entire cruise fare and taxes/fees for the RCG booking, after the guest sails, RCG will reimburse the guest for the deposit amount paid.

#### **4. What proof is needed to verify offer eligibility?**

RCG will require proof of booking, including Crystal Cruises' booking confirmation and/or invoice with the Fare amount paid, credit card statements, and any other documentation as a source for validation. We will also ask for proof of refunds or denial of claims from credit card companies, Bankruptcy Court or any other source. Guests and their travel advisors will be advised to redact all but the last four digits of any credit card, social security or other tax ID numbers from all documentation prior to submitting copies.

#### **5. When is this offer available?**

The Offer booking and claims window is from July 18, 2022 to November 30, 2022.

#### **6. Can this offer be redeemed on more than one cruise?**

Yes, as long as all reservations are booked with names added and deposited paid by November 30, 2022.

#### **7. What amount of commission will I earn?**

Travel advisors will earn commission at their standard commission rate with the RCG cruise brand booked, provided the guest sails under the booking.

#### **8. What will the commission be paid on?**

Travel advisors will be paid commission on the full amount of the commissionable cruise fare for the new RCG booking, including the **approved Credit Amount**, provided the guest sails under the booking.

#### **9. What bookings are eligible?**

Offer applies to new individual bookings and bookings in groups with the names of eligible guests added and full deposits paid, confirmed during the Offer Period. Offer is available for only for new contracted groups (i.e., promotional, affinity, corporate incentive) created during the offer period (i.e., between July 18, 2022 and November 30, 2022). Existing contracted groups created before or after the offer period are not eligible. Credit Amount may not be applied to bookings on chartered sailings, and may not be combined with certain promotions and rates, including but not limited to travel advisor reduced rates, FAM/Seminars at Sea bookings, and more. Other restrictions may apply.

**10. What if my client wants to cancel a booking to rebook with this benefit?**

Bookings made on an RCG sailing that are named prior to the start date of this offer cannot be cancelled and rebooked under this offer. This is true irrespective of whether the booking is within or outside of final payment.

**11. What will happen if my client wants to make changes to their new booking?**

Changes to a booking may result in removal of the offer.

**12. Who can I contact to learn more about this Offer?**

Please contact our help desk at 1-877-353-4281.

**13. Can qualifying reservations be booked using this Offer online or am I required to call-in to book my client?**

RCG cruise bookings for guests eligible for this offer can be created across all traditional booking outlets. There are no restrictions. Feel free to contact our team of trained agents at 1-877-353-4281 if further assistance is needed.

**14. Are eligible guests able to use the Credit Amount to pay for other guests in their stateroom and/or other reservations traveling with them?**

Yes, but only if the other guests will be sailing on the same ship and sail date as the eligible guest. In that case, the eligible guest will be able to apply the Credit Amount to the booking(s) of other guests on the same sailing as his/hers.

**15. Will my client be able to gift the Credit Amount to others if they do not plan to take advantage of it?**

No, the Credit Amount is not transferrable. The person who is the holder of the credit has to sail.

**16. If my client has an approved Credit Amount greater than needed to cover payment for his/her RCG cruise booking(s), what will happen to the remaining balance of the credit?**

Eligible guests have until November 30, 2022 to make the new confirmed reservations on one or more cruises sailing at any time on any Royal Caribbean International, Celebrity Cruises or Silversea Cruises itineraries. The Credit Amount may not be applied to any RCG cruise(s) made after that date. To the extent not applied to new RCG cruise(s) bookings made on or before November 30, 2022, the Credit Amount will automatically expire. It has no cash value. The documentation and review process necessary to establish the guest's eligibility for the

offer and the final Credit Amount may extend past that date; however, the new RCG booking(s) to which the Credit Amount may be applied must be made and confirmed on or before November 30, 2022.

**17. Can my client leverage the Credit Amount to pay for RCG cruise add-ons such as air, shore excursions, and other pre-cruise purchases?**

No. The Credit Amount can only be applied to the RCG Cruise Fare(s) (including any items bundled into the cruise fare), and the related taxes/fees. All other charges are the responsibility of the guest.