

# ENHANCED CRUISE WITH CONFIDENCE

Are you getting calls from customers concerned about travelling? Are they looking for flexibility in their travel plans?

We're adding a few new options to Royal Caribbean's existing Cruise with Confidence policy, so our guests can now choose the one that is most suitable to their scenario. To be eligible, the reservation must be an active booking (not previously cancelled) with no other cancellation offers previously accepted.



## BEST PRICE GUARANTEE

Guests are eligible to take advantage of our enhanced best price guarantee program up to 48 hours prior to their cruise holiday, ensuring the best rate and/or promotion. Price variances will result in a rate adjustment if requested outside of final payment and an Onboard Credit when inside of final payment period.

**NOTE:** Invoice will be sent after 14 business days confirming eligibility and including the Onboard Credit amount, to the email address on file.

## LIFT & SHIFT

Guests wishing to move their existing booking to the following year are now eligible for moving their sailing between now and August 1, 2020. Guests can protect their original price and promotional offering by selecting a future sailing.

Important Notes:

- Moved within the same 4-week period of their original cruise date same-time-next-year.
  - **Example:** Allure 08/23/20 to Harmony 08/08/21
- Same itinerary type, sailing length, cabin category
  - **AZA specific:** +/- 1 itinerary length
  - **RCI Specific:**
    - Holiday sailings can be moved to the same holiday sailing
    - Non - Holiday sailings cannot be moved to a holiday sailing



## CWC 100% FCC

The flexibility to cancel up to 48-hours prior to sailing in exchange for a 100% Future Cruise Credit will continue. The eligible sailing window has been extended to include all sailings through April 2022.

For any updates as well as additional FAQ's visit the *Cruise With Confidence* section on HomePort.

# ENHANCED

## CRUISE WITH CONFIDENCE ELIGIBILITY GRID

Policy	Eligible Sailings	Opt in date
Cruise with Confidence	All sailings through April 2022	August 1st, 2020
Lift & Shift	All sailings through April 2022	August 1 <sup>st</sup> , 2020
Best Price Guarantee	All sailings through April 2022	Up to 48 hours prior to sailing

## FAQs

**Q. As of 6 May, 2020, Royal Caribbean’s “Cruise with Confidence” policy has been enhanced. What changes can be expected?**

A. Adding a few new options to Royal Caribbean’s existing Cruise with Confidence policy, your clients can now choose the one that is most suitable to their scenario. To be eligible, the reservation must be an active booking (not previously cancelled) with no other cancellation offers previously accepted.

- Previously announced on 6 March, 2020, the flexibility to cancel up to 48-hours prior to sailing in exchange for a 100% Future Cruise Credit will continue, though the eligible sailing window has been extended to now include all sailings through April 2022 (all open deployment as of 6 May, 2020).
- NEW! Introducing Lift & Shift for those guests simply wishing to move their existing booking to next year. Eligible for re-booking between now and 1 August, 2020, guests can protect their original price and promotional offering simply by selecting a future sailing on the same itinerary type, sailing length, stateroom category, and within the same 4-week period of their original cruise date same-time-next-year.
- NEW! Stick with us and your client is eligible to take advantage of our best price guarantee up to 48-hours prior to their cruise holiday, ensuring the best rate and/or promotion. Price variances will result in a rate adjustment if requested outside of final payment and an Onboard Credit when inside of final payment period.
- If desired, guests wishing to cancel prior to final payment can absolutely do so for a full refund of all monies paid to-date, and all nonrefundable deposits returned in the form of a Future Cruise Credit. After final payment, the standard cancellation penalties apply for those guests not interested in taking advantage of the Cruise with Confidence policy.

**Q. Do all sailings qualify for “Cruise with Confidence”?**

A. As of 6 May, 2020, Royal Caribbean enhanced the Cruise with Confidence policy to now include all sailings through April 2022 – inclusive of all open deployment.

**Q. Will Travel Partner commission be protected?**

A. When choosing the Future Cruise Credit:

Yes, travel partner commission will be protected on both the cancelled booking and the future reservation where the correlating Future Cruise Credit is applied. Please note that commission protection will only occur on cancelled reservations that are paid in full and fall within the final payment window. If a guest misses the cancellation deadline of 48-hours prior to the sail date and requests a late cancellation, full penalties will be assessed, and commission will be protected. Please note that FCC commission earnings are payable only on sailed reservations. \*Additionally, conditions may vary if booked through a Tour Operator. It’s recommended that you reach out to the individual Tour Operator for applicable terms.

For any updates, visit the Cruise With Confidence page in the RCL Cares section on HomePort.

# FAQs Cont..

When wishing to move to a future sailing (Lift & Shift):

Commission will be paid on the sailed booking. If already disbursed on the current reservation, the commission payment will follow through to the future booking.

When a better price or promotion is available in-market (Best Price Guarantee):

**Outside Final Payment:** Normal policy applies – Commission will be paid on the earned, commissionable amount once the individual reservation is paid-in-full.

**Inside Final Payment:** The booked rate will remain the same, therefore commission will be protected.

When opting to cancel for a refund:

Standard cancellation policies apply; Commission is protected only under 100% penalty.

## LIFT & SHIFT:

**Q. Understanding that the same product, stateroom category, sailing length, and time frame are a requirement, is it essential that guests move to the same ship as well?**

A. No, it is not required that the guest move on the same ship or ship class.

**Q. If the guest booked prior to 1 August, 2020, is he/she eligible to Lift & Shift at any point prior to sailing?**

A. Guests are eligible to move under the Lift & Shift guidelines between now and 1 August, 2020. After this point, Lift & Shift expires and is no longer eligible.

**Q. Are any sail dates ineligible for Lift & Shift?**

A. Christmas, New Year's, and Chinese New Year's cruises are ineligible, unless your client is currently confirmed on one of these sailings and wishes to take advantage of Lift & Shift to move to the same sailing next year (assuming all other qualifying criteria is met).

## SCENARIOS

*Different Ship:*

**Q. If the guest is currently confirmed on Explorer of the Seas on a European cruise in August 2020. Are they able to book on Odyssey of the Seas in September 2021?**

A. Absolutely! As long as the guest is sailing next year on a departure that falls within a 4-week span of their original sail date, he/she is able to enjoy a cruise onboard the new Odyssey of the Seas in Europe within the same stateroom category and on a sailing of the same length.

*Different Sailing Length:*

**Q. If my client was booked on a 4-night Bahamas cruise onboard Mariner of the Seas in October 2020 and now wishes to move to a 3-Night weekend getaway onboard the same ship in October 2021, can my client take advantage of Lift & Shift as long as the same cabin category is selected?**

A. Though the same itinerary, cabin category, and 4-week cruise window were selected, unfortunately, Lift & Shift is only applicable on sailings of the same length. If your clients would like to reconsider, we will happily protect the pricing and promotional offerings on a 4-Night Bahamas cruise in October 2021.

*Different Inventory Type:*

**Q. If a guest requests to upgrade to balcony when previously in oceanview, how do you handle price protection?**

A. If guest would like a different stateroom category this would be priced at the prevailing rate.

*Different Timing:*

**Q. My client is currently confirmed on Oasis of the Seas departing Fort Lauderdale on 6 December, 2020 and wishes to Lift & Shift this reservation to Oasis of the Seas departing Miami on 19 December, 2021. Is this feasible?**

A. Since 19 December, 2021 is a Christmas sailing and the current reservation is confirmed on a non-holiday December cruise, unfortunately, Lift & Shift does not apply.

## BEST PRICE GUARANTEE:

**Q. For price adjustments within Final Payment, are the Onboard Credits refundable?**

The Onboard Credit allocated as a result of a reduction in price is non-refundable.

For any updates as well as additional FAQ's visit the Cruise With Confidence page in the RCL Cares Section on HomePort ([rcihomeport.com.au](http://rcihomeport.com.au)).