

# CRUISE WITH CONFIDENCE ENHANCED FAQS

## 1. As of 6 May, 2020, Royal Caribbean's "Cruise with Confidence" policy has been enhanced. What changes can be expected?

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 rebooking 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 start date**, ensuring the best rate and/or promotion. Price variances will result in a rate adjustment if requested outside of final payment or an Onboard Credit when inside 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 non-refundable 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.

## 2. Do all sailings qualify for "Cruise with Confidence"?

As of 6 May, 2020, Royal Caribbean enhanced our Cruise with Confidence policy to now include all sailings through April 2022 (all open deployment) for those guests booked on-or-before 1 August, 2020.

## 3. What is the process for cancelling or re-accommodating my clients?

When choosing the Future Cruise Credit:

- Please submit the booking details via the digital Cruise with Confidence cancellation form located on [CruisingPower.com](https://www.cruisingpower.com) and we'll take it from there – ensuring the Future Cruise Credit is processed for your clients and the commission earnings protected for you! Please be advised that all guests in the stateroom must opt for the FCC in order to qualify.

When wishing to move to a future sailing:

- Give us a call and we're happy to help! Contact our Trade Support and Service team members to assist with moving your clients to a qualifying ship/sailing in the future. We'll protect the current pricing / promotion, while also reviewing any new payments dates with you at this time as well.

When a better price or promotion is available in-market:

- Outside Final Payment: Simply leverage your preferred booking engine to adjust to the better rate or promotional offering. The rate adjustment will reflect automatically.
- Inside Final Payment: Our contact center team is happy to assist – please give us a call and we'll provide the rate differential to your client in the form of a non-refundable onboard credit.

When opting to cancel for a refund:

- If your client does not wish to take advantage of the Cruise with Confidence policy, please use your preferred automation tool to cancel the reservation. Standard cancellation policies will apply.

#### **4. Where can I locate the Cruise with Confidence digital cancellation form?**

The cancellation form can be found on CruisingPower.com under Brand Programs & News/ Cancellation Form. For further assistance, our Trade Support & Service team is happy to take your calls at 1800 754 500. We appreciate your patience as longer-than-normal hold times are likely.

#### **5. Will Travel Partner commission be protected?**

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.*

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 payout 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: Commission will be protected and will not be impacted by price adjustments converted into an OBC within Final Payment.

When opting to cancel for a refund:

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

#### **6. What will happen to my client's NextCruise onboard credit if he/she chooses to cancel?**

When choosing Cruise with Confidence, NextCruise onboard credits will be reallocated to your client's future booking. Additionally, if your client has received onboard credit as a result of a redeployment, charter, or other goodwill gesture, it will also follow them to the new reservation. If your client chooses to cancel without opting for Cruise with Confidence, the onboard credit will be forfeited.

**7. Do the same parameters apply to both Group and Individual reservations?**

At this time, named and deposited Group and Individual reservations confirmed on-or-before 1 August, 2020 qualify for the same "Cruise with Confidence" guidelines. Contracted group eligibility may vary, and, at this time, chartered sailings do not apply.

**8. If my group shell is blocked prior to 1 August, 2020, does the entire group now qualify for Cruise with Confidence, regardless of when names are entered?**

For Cruise with Confidence eligibility, bookings within a group must be named and deposited on-or-before 1 August, 2020 to qualify. Unnamed group shells do not apply.

**9. What happens if one guest in a double stateroom wishes to cancel, while the other guest prefers to sail?**

*Outside Final Payment:* Upon cancelling one guest from the reservation, pricing will be adjusted to reflect the current single supplement fare for the guest still wishing to sail.

*Inside Final payment:* If the guest elects to cancel in exchange for a Cruise with Confidence 100% Future Cruise Credit, the single-traveler's fare will remain unchanged.

**10. Will my client's air change fees be protected?**

If your client booked refundable air accommodations through Royal Caribbean, change fees may be incurred and are the guest's responsibility. If your client selected a non-refundable air option through Royal Caribbean or air accommodations on their own, please reach out to the air carrier directly for further assistance.

**11. Will a refund be administered for hotels and transfer purchases?**

When electing for a Future Cruise Credit:

- If your client purchased hotel accommodations or transfers with Royal Caribbean, all charges will be automatically refunded. Purchases outside of Royal Caribbean will need to be addressed directly with the supplier.

When opting to Lift & Shift:

- If your client purchased hotel accommodations or transfers with Royal Caribbean, these will be removed during the re-accommodation process, but can be re-added, if desired, once confirmed on the future ship/sailing of choice at prevailing rates. Purchases outside of Royal Caribbean will need to be addressed directly with the supplier.

**12. Upon cancellation, will my client be credited for any pre-cruise purchases, such as beverage packages, shore excursions, etc.?**

Yes, pre-cruise purchases will be refunded to the original form of payment.

**13. Do standard Final Payment timelines still apply?**

Yes, full payment is still required at 75 days-to-sailing for departures 1-4 nights in length and 90 days-to-sailing for 5+ nights.

**14. Do all rate codes qualify for Cruise with Confidence?**

When opting for the Future Cruise Credit, all rate codes apply, with no restrictions. Select restricted rates are ineligible for Lift & Shift and Best Price Guarantee - including but not limited to Net rates,



Casino rates, Travel Agent Friends & Family rates, Travel Agent Reduced rates, and complimentary staterooms.

#### **15. How are Non-Refundable Deposit bookings impacted by Cruise with Confidence?**

Non-Refundable Deposit bookings are eligible for Cruise with Confidence and follow the same guidelines. Prior to the Final Payment deadline, Non-Refundable Deposit bookings wishing to change to a future, qualifying ship and sail date can do so with no fee assessed as long as the booking is re-accommodated on-or-before 1 August, 2020.

#### **16. To qualify for the Cruise with Confidence policy, what is the last day that my client can cancel?**

The Cruise with Confidence policy applies to all guests wishing to cancel up until 48-hours prior to their date of cruise departure. Please reference the chart below for further clarity.

Sailing Departure Day	Last Day to Cancel
Sunday	Thursday
Monday	Friday
Tuesday	Saturday
Wednesday	Sunday
Thursday	Monday
Friday	Tuesday
Saturday	Wednesday

#### **17. Will earned Tour Conductors be protected?**

Under the Cruise with Confidence program, group TCs will be protected, though the minimum required stateroom counts are still required to qualify.

### **FUTURE CRUISE CREDITS:**

#### **18. Assuming my client opts for a Future Cruise Credit, what is the redemption deadline?**

All Cruise with Confidence Future Cruise Credits must be redeemed on sailings departing on-or-before 31 December, 2021 or 12-months from the date of cancellation, whichever is further. Cruise with Confidence Future Cruise Credits cannot be redeemed on the sailing where it was previously issued; only future sail dates qualify for FCC redemption.

#### **19. How is the value of my client's Future Cruise Credit determined?**

Your client's Future Cruise Credit will be reflective of the Cruise fare (Cruise + Non-commissionable Cruise Fare) amount paid, less taxes & fees. Air, pre/post hotels, transfers, prepaid gratuities, and taxes/fees will be refunded to the original form of payment.

#### **20. What happens if there is a difference in cruise fare between the Future Cruise Credit issued for my client's cancellation and what they would like to book next?**

If the cruise fare on your client's new booking exceeds the Future Cruise Credit's value, your client will be responsible for the difference. Alternatively, if the new cruise fare is lower than the Future Cruise Credit's value, a new Future Cruise Credit will be issued for the balance, opening yet another great opportunity to cruise with us again!



**21. Are Future Cruise Credits interchangeable between brands?**

Future Cruise Credits acquired through our “Cruise with Confidence” policy are brand-specific and can only be redeemed on the brand where the cancellation occurred.

**22. Will my client’s Future Cruise Credit be sent directly to him/her? If so, how will travel partners be notified?**

All Future Cruise Credits will be sent directly to the impacted guest, with the associated travel partner in copy.

**23. What if my client used a Future Cruise Credit to pay for their existing cruise and now wishes to cancel under “Cruise with Confidence” terms?**

If a Future Cruise Credit was leveraged to pay for either all or a portion of the existing reservation, upon cancelling, the original FCC will be reissued at 100% of the amount redeemed on the cancelled reservation. The expiration date of the reissued FCC will reflect that of the original certificate or will be set 12-months from the cancellation date, whichever is further out.

**24. Are there any ships/sailings where the Cruise with Confidence Future Cruise Credit is ineligible?**

The FCC can be redeemed on any future sailing of your client’s choice that departs on-or-before 31 December, 2021 or within 12-months from the cancellation date, whichever is further out. The FCC cannot be used to repurchase the same ship/ sailing where the original booking cancelled.

**25. Is my client able to redeem his/her Future Cruise Credit on a holiday sailing?**

Absolutely! FCCs administered as a result of Cruise with Confidence are applicable to holiday departures.

**26. Can Future Cruise Credits be used to pay for the deposit owed on my client’s reservation?**

A Cruise with Confidence FCC cannot be used to simply pay for the cruise deposit. However, if the gross cruise fare is less than the amount of the FCC, no payment would be required other than the amount due for taxes and fees. If the FCC does not cover the gross cruise fare, the guest will be required to pay either the balance due, or the deposit amount, whichever is lower.

**27. What happens if my client placed a deposit on a new booking and the FCC that is issued is valued at more than the value of my cruise?**

Once the request is received, we will apply the Future Cruise Credit to your client’s reservation. Your client’s deposit can be used towards any taxes/fees, or travel protection. If the FCC has any additional value after application, it will be reissued as a new FCC.

**28. Can my client use more than one Future Cruise Credit to pay for his/her cruise fare?**

At this time, only one FCC can be applied to each guest in a reservation. Future Cruise Credits are not stackable.

**29. Are Future Cruise Credits applicable to existing bookings or do only new reservations qualify?**

Future Cruise Credits should be used on new bookings; however, we understand that your client may have an existing booking with the deposit paid in anticipation for the certificate amount. Your clients

can opt to apply the FCC amount to cover any amount due towards the cruise fare on the booking. Please note that FCCs do not cover taxes & fees or other booking components - such as transfers. Should the value of the FCC be greater than the balance owed, the variance will be reissued in the form of a Future Cruise Credit.

**30. If my client has a unique scenario, specifically related to the redemption of their Future Cruise Credit, is there a process that I should follow to assist in servicing such requests?**

We understand that there may be one-off scenarios that need special attention or unique consideration. Most of these situations can be addressed by our contact center team members as they have been trained accordingly. As a reminder, those inquiries can be directed towards our Individual Reservations team at 1800 754 500.

**LIFT & SHIFT:**

**31. Understanding that the same itinerary, stateroom category, sailing length, and timeframe are a requirement, is it essential that my client rebook on the same ship as well?**

No, it is not required that your client rebook on the same ship or ship class.

**32. If my client booked prior to 1 August, 2020, is he/she eligible to Lift & Shift at any point prior to sailing?**

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

**33. Can I leverage automated tools to Lift & Shift my clients?**

Currently, we ask that you contact our Trade Support & Service team to ensure all pricing and promotional components carry through as intended.

**34. Will my client's pre-cruise purchases, such as beverage packages, shore excursions, etc., follow to the future ship/sailing?**

All pre-cruise purchases will be removed during the re-accommodation process and can be added to the future reservation, as desired, at prevailing rates.

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

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).

**36. Is there a limit to the number of times my client can Lift & Shift their reservation?**

Yes – throughout the life of your client's booking, they can opt to Lift & Shift only one time.

**BEST PRICE GUARANTEE:**

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

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



### 38. Can I leverage automated tools to take advantage of Best Price Guarantee?

Outside of final payment, you may leverage your preferred booking tool for price adjustments. However, to ensure accuracy with rate and onboard credit application, we ask that you please call our Trade Support & Service team to make the changes when inside of the final payment period.

### 39. Will a price reduction automatically reflect on my client's reservation?

No, pricing will remain unchanged on all booked business, unless a call is prompted to refresh to a more desirable price point or promotional offer.

## SCENARIOS

### ***Different Ship:***

- **If my client is currently confirmed on *Explorer of the Seas* in Europe this August 2020. Is my client able to book on *Harmony of the Seas* in September 2021?**

Absolutely! As long as your client 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 *Harmony of the Seas* in Europe within the same stateroom and on a sailing of the same length.

### ***Different Sailing Length:***

- **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 stateroom category is selected?**

Though the same itinerary, stateroom 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:***

- **If my client would like to Lift & Shift from 2020 to the same cruise in 2021 but would now prefer a balcony stateroom over their prior oceanview. Is this possible?**

If desired, your client is certainly able to upgrade to balcony accommodations, though under prevailing pricing and promotional offerings. Unfortunately, prior rates and promotions will not carry through.

### ***Different Timing:***

- **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?**

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.

## TEMPORARY POLICY RELIEF

For sailings through 1 September, 2020:

- Double name changes are allowed until 48-hours prior to sailing for both individual and group reservations.

For sailings through 31 December 31, 2020:

- Group touchpoints at 180 Days-to-Sailing and 120 Days-to-Sailing have been waived, allowing the ability to hold space until Final Payment.

### **40. Why was the decision made to relax some of the normal policies?**

These temporary updates to our policy will allow for our valued trade partners to hold onto space further into the booking window on 2020 sailings. Our trade partners and their business are critical to our success and we want to allow for maximum flexibility.

### **41. What sailing window does this affect?**

All 2020 departures are eligible, including both existing and new reservations. Please note that existing bookings will be automatically updated to reflect these new terms. Inventory on sailings departing in 2021 and beyond is subject to our existing payment schedules and standard policy guidelines.

### **42. Do I need to opt-in to this program?**

No, your space will automatically be updated to reflect these new policies for qualifying 2020 departures.

### **43. What happens if I already had groups pass the 180/120-day checkpoints on 2020 sailings?**

As this is a backend process that went into effect 30 March, 2020, groups that have already passed the 180/120-day checkpoints will not be reinstated. However, you are welcome to transfer additional space into these groups at prevailing rates.

### **44. Are contracted groups and charters included in these updated group checkpoint policies?**

No, contracted groups and charters are excluded from this policy adjustment as they have unique payment schedules.

### **45. Will I be able to update the names on my clients' bookings if they become unable to travel?**

Yes. For sailings departing on-or-before 1 September, 2020, we have relaxed our policy on name changes to allow modifications to all names within the booking until up to 48 hours prior to sailing.



<b>Checkpoint</b>	<b>Prior Policy</b>	<b>New Temporary Policy</b>
Sailing 5N or longer: 180 DTS Sailings 4N or fewer: 120 DTS	One (1) stateroom must be sold with names and money applied or the group will be cancelled	Checkpoint waived
120 DTS	All unsold space in the group will be cancelled	Checkpoint waived

<b>Policy</b>	<b>Prior Policy</b>	<b>New Temporary Policy</b>
Double name changes	Not allowed	Allowed for all guests on the booking up until 48 hours prior to sailing for sailings departing on or before Sep 1, 2020

\*DTS: Days to sailing.

Royal Caribbean International's (RCI) "Cruise with Confidence" program allows individual guests and guests in non-contracted groups who booked a cruise on or before August 1, 2020, for cruises sailing between June 12, 2020 and April 30, 2022, to cancel their cruise up to 48 hours prior to the vacation start date and have the option to either (i) receive a Future Cruise Credit equal to the full amount of the cruise fare the guest paid for their cruise, or (ii) move their booking to an eligible alternate sailing and receive our "best price guarantee" for the re-booked sailing, or (iii) opt in for our "best price guarantee" on their current sailing. "Eligible alternate sailing" means a booking in the same stateroom category sailing with RCI on the same product and cruise length scheduled within four weeks before or four weeks after the date of the original sailing but in the subsequent year. For those sailings, RCI will protect the guest's original price and/or promotion so long as the guest moves the eligible booking to the alternative sailing on or before August 1, 2020. If RCI's "best price guarantee" results in a decrease in the guest's cruise fare inside final payment, then the difference will be provided to guests in the form of a non-refundable onboard credit for use on the eligible alternative sailing. If RCI's "best price guarantee" results in a decrease in the guest's cruise fare outside final payment, the difference will be provided in a rate adjustment. For more details about RCI's best price guarantee program, click here <https://www.royalcaribbean.com/faq/questions/best-price-guarantee-policy>. "Vacation start date" means the date of the earlier of: (i) the scheduled embarkation of the cruise; or (ii) any pre-cruise hotel stay or Cruisetour package associated with the cruise and booked through RCI. If the guest chooses to move their booking to an eligible sailing in the subsequent year, any penalties previously assessed based on the prior sailing's penalty schedule will follow the booking to the new sailing. The Future Cruise Credit portion of the "Cruise with Confidence" program will only apply to bookings for named guests for which cruise fares have been paid in full. To receive the benefit of "Cruise with Confidence" guests must opt-in by calling RCI at 800-256-6649. If the guest opts to cancel his/her cruise, a Future Cruise Credit (FCC) will be issued for the cruise fare amounts paid to the cruise line. The FCC is non-transferrable and may not be redeemed for cash. The FCC's value may be applied toward the cruise fare due on a new booking, on RCI for a sailing that is the later of on or before December 31, 2021, or 12 months after the date that the guest cancelled their original sailing. All bookings are subject to availability at the time of the request. If not used on or before the expiration date stated above, the FCC will automatically expire and have no cash value. Restrictions may apply on stateroom category and applicable pricing and promotions. Guest will remain responsible for paying the applicable deposit amounts, taxes/fees, port expenses and gratuities (if applicable) for the new booking. RCI's "Cruise with Confidence" program does not apply to bookings made by residents of mainland China, and Hong Kong. Program does not apply to chartered sailings or contracted group bookings. RCI reserves the right to correct any errors, inaccuracies or omissions at any time without prior notice or liability. Offer can be withdrawn at any time without notice.

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