

# SAILING SUSPENSION

## Frequently Asked Questions

Updated 27 August, 2020

### 1. What sailings are currently suspended for the Royal Caribbean brand?

As we work together to contain the further spreading of the COVID-19 illness, Royal Caribbean has suspended all cruise operations through October 31, 2020, as well as the remainder of the 2020 Europe season and all Fall Transatlantic sailings. The latest update, in response to our continued alignment with CLIA, results in the cancellation of all Australia, New Zealand, and South Pacific departures throughout October 2020. Additionally, Spectrum of the Seas' China sailings through September and Quantum of the Seas through October 1, 2020 have also been cancelled. Likewise, as announced previously, Odyssey of the Seas sailings between November 5, 2020 and April 17, 2021 have been cancelled as a result of her delayed debut.

### 2. What options can I present to my client who is now impacted?

Impacted guests can elect to 1) move to a future sailing with the new Lift & Shift option, 2) accept a Future Cruise Credit, or 3) request a refund:

**Lift & Shift:** Your client can opt to move their existing booking, protecting their original cruise fare & promotion, to a sailing next year of the same itinerary type [aka "product"], sailing length, and stateroom category, but within 4-weeks before or 4 weeks after the date of their original cruise. Opt-in deadlines for protection of your client's original cruise fare and promotion under Lift & Shift are as follows:

- Australia / New Zealand / South Pacific departures October 1 – 31, 2020: On or before September 9, 2020
- Spectrum of the Seas China departures September 18-27, 2020: On or before September 9, 2020
- Quantum of the Seas China departures September 17-October 1, 2020: On or before September 9, 2020

**Future Cruise Credit:** Future Cruise Credit: Your client will receive a Future Cruise Credit for 125% of the cruise fare paid, to be redeemed on-or-before December 31, 2021 on a Royal Caribbean International sailing through April 2022. This FCC will be issued to your client automatically, by default, unless and until your client requests a refund or opts to "Lift & Shift" the booking.

- **Refund:** If a refund is preferred, we're happy to process this request for your client. Should your client wish to decline the higher value 125% Future Cruise Credit and receive a lower value 100% refund of their cruise fare, please access the "Cancellation Form" on RCLcares.co.uk. No need to decide now – refund requests are available through December 31, 2020. If your client requests a refund, the FCC will be deactivated in our system.

**3. I recently cancelled my client's cruise under Cruise with Confidence and received a 100% Future Cruise Credit. Can I now switch my client to the higher value Future Cruise Credit?**

No. Our Cruise with Confidence policy originally launched on March 6, 2020. It was designed to give your clients the flexibility necessary to feel confident booking during this pandemic by allowing them to wait until 48 hours prior to the sail date to decide if they wish to cancel, in exchange for a Future Cruise Credit equal to 100% of the cruise fare paid. This FCC is not refundable at any point in time, even if Royal Caribbean subsequently cancels the cruise. Additionally, Cruise with Confidence Future Cruise Credits have no cash value and cannot be exchanged for a refund. **We will be upholding the FCC offer that was available at the time of the cancellation.**

**4. What if my client has incurred extra expenses such as air change fees or hotel fees as a result of these cancellations?**

If your client booked refundable or non-refundable air and/or accommodation through Royal Caribbean, these will be fully refunded. If your client independently booked air or accommodation they should contact the airline, tour operator, or accommodation provider directly to discuss their options. Please note that no additional compensation is payable to guests if Royal Caribbean is prevented from performing a cruise because of unavoidable and extraordinary circumstances.

**5. Can guests within the same stateroom select different compensation options?**

All guests sharing a stateroom must agree to the same compensation offer.

**6. How quickly will my client receive the Future Cruise Credit in order to secure their next cruise vacation?**

Future Cruise Credits are being created as quickly as possible; however, due to the influx in volume, we are experiencing delays in the normal production timeline. The delivery of FCC can be expected as follows:

- Sailings on-or-before April 10, 2020: FCCs can be expected via email no later than April 13, 2020
- Sailings between April 11-May 11, 2020: FCCs can be expected via email no later than April 30, 2020
- Sailings between May 12–June 11, 2020: FCCs can be expected via email no later than May 22, 2020

- Sailings between June 12–July 31, 2020: FCCs can be expected via email no later than June 30, 2020
- Sailings visiting Canadian ports between August 1-October 31, 2020: FCCs can be expected via email no later than July 17, 2020
- Sailings on Explorer of the Seas through August 2020: FCCs can be expected via email no later than July 24, 2020
- Sailings in China (July 1 – 12, 2020 only) and 2020 Copenhagen: FCCs can be expected via email no later than July 24, 2020
- Sailings between August 1- September 15, 2020: FCCS can be expected via email no later than July 31, 2020
- China (Quantum & Spectrum July 13-31, 2020) & Bermuda sailings through October 31, 2020: FCCs can be expected via email no later than July 31, 2020
- Odyssey of the Seas sailings between November 5, 2020 - April 17, 2021: FCCs can be expected via email no later than August 7, 2020
- China (Quantum & Spectrum August 1-14, 2020): FCCs can be expected via email no later than August 7, 2020
- Sailings between September 16 – September 30, 2020: FCCs can be expected via email no later than August 26, 2020
- Sailings between October 1 – 31, 2020, plus remaining 2020 Europe & Transatlantic season: FCCs can be expected via email no later than September 14, 2020
- Spectrum & Quantum of the Seas China departures between August 15-September 13, 2020: FCCs can be expected via email no later than September 14, 2020
- Australia/New Zealand/South Pacific departures between October 1 - 31, 2020: FCCs can be expected via email no later than September 30, 2020.
- Spectrum of the Seas China departures September 18-27, 2020 and Quantum of the Seas China departures September 17 – October 1, 2020: FCCs can be expected via email no later than September 30, 2020

**7. 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. FCC credits for Net Rate bookings will be sent directly to travel partner only.

**8. How is my client’s Future Cruise Credit calculated?**

The FCC compensation amount for impacted sailings is based on the total cruise fare paid at the guest- level and is exclusive of taxes & fees, transfers, and prepaid gratuities, which will be refunded to the original form of payment.

## **9. My client isn't interested in cancelling and simply wishes to change the ship and sail date. Is this an option?**

For suspended sailings departing on-or-before June 11, 2020, the option to move to an alternate sailing, unfortunately, was not available. Since recently introducing "Lift & Shift", the latest round of sailing suspension, as well as those sailings touching on Canadian ports, provides guests an option to move to a similar sailing next year, as long as the itinerary type, sailing length, stateroom category, and departure window align with the original reservation. Next year's departure window must fall within a 4-week period of the original sail date, either before or after. Please note there are no exceptions to this policy.

## **10. When can my client expect to be refunded for all pre-cruise purchases, such as shore excursions, speciality dining, beverage package, and other add-ons?**

Once the reservation is cancelled, refunds can be expected within 45 days and will be returned to the original form of payment. As an alternative, impacted guests choosing the FCC option can elect to convert their purchases into an onboard credit (OBC) valued at 125% of the amount paid via the Cruise Planner tool. Guests and/or travel partners must opt-in to take advantage of this option on-or-before the deadlines below – at which time the offer will expire. Thereafter, all guests who did not opt-in for the elevated OBC will automatically receive a refund to the original form of payment. Please allow 45 days for processing. This offer is applicable to individual reservations, as well as individuals within a Group.

- Australia/New Zealand/South Pacific departing October 1-31, 2020: Opt-in by September 9, 2020
- Spectrum China sailings September 18-27, 2020 and Quantum's China sailings September 17-October 1, 2020: Opt-in by September 9, 2020

## **11. Will travel partner commission be protected?**

### **FUTURE CRUISE CREDIT:**

- We know how hard you work for your clients and we want to make sure you are compensated accordingly. For this reason, base commissions will be protected on cancelled reservations paid-in-full, as well as the future reservation where the correlating FCC is redeemed. 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.*

### **LIFT & SHIFT:**

- Commission will be paid on the sailed booking and will be based off the final commissionable cruise fare. If already disbursed on the current reservation, the commission payout will follow through to the future booking and, should price adjustments occur, will be based off the final commissionable cruise fare of the sailed booking.

### **REFUND**

- For cruises Royal Caribbean cancelled as a result of the pandemic, commission is protected on all reservations that were paid in full.



**12. During the latest announcement of suspended sailings, the applicable sailing window for Future Cruise Credit usage was stretched to April 2022. Does this apply to earlier sailings that were suspended?**

Yes, all FCCs generated as a result of the pause in operation are applicable on sailings departing through April 2022, regardless of when the sailing suspension occurred.

**13. The final payment date for my client's cruise is during the period when operations have been suspended. Will the final payment date be adjusted?**

No. The cancellation schedule applicable to an individual booking is established on the date of booking. Therefore, payment deadlines will not change.

**14. My client purchased travel protection through Royal Caribbean Cruises Ltd. Will the cost of it be refunded?**

If opting for the Future Cruise Credit or a refund, the full cost of the travel protection purchase will be refunded back to the original form of payment. Under Lift & Shift, Royal Caribbean Travel Protection purchases will follow to the future reservation.

**15. Are group bookings, including incentive and contracted business, eligible for this compensation offer?**

Group bookings are eligible for this compensation for cruises cancelled by Royal Caribbean because of the pandemic.

**16. Will my group's earned Tour Conductors be protected?**

Tour conductor credits are protected if the group was paid in full and inside 100% penalty.

**17. What if my client used a Future Cruise Credit to pay for their cancelled cruise?**

If a Future Cruise Credit was leveraged to pay for a reservation now impacted by the suspension of cruising, we are making it easy for your client by combining all funds into one voucher. The value of the original FCC will now be added to the new FCC at 100% of its original value, plus 125% of any amount paid by the guest on the cancelled sailing. Regardless of the original FCC's expiration date, the new FCC is valid through December 31, 2021, at which time all unused funds will expire. Should your client prefer a refund, we are happy to process this request for any funds paid over-and-above the original FCC value, plus reissuance of the original FCC. In a unique scenario where your client may have been impacted by multiple phases of suspended sailings where his/her original Sailing Suspension FCC was redeemed on a newly impacted reservation, a full refund is feasible. Assuming the terms of the original FCC are met, the refund amount will equate to the value of the cruise fare at 100% and will not include the incremental 25% earned through the original selection of a Future Cruise Certificate. Previously issued unredeemed FCCs are not combinable with Global Suspension and Cruising with Confidence FCCs.

**18. 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 of the certificate. Your client can opt to apply the FCC 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 prepaid gratuities or 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.

**19. 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.

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

Absolutely! FCCs administered due to the global sailing suspension are applicable to holiday departures.

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

Future Cruise Credits acquired as a result of our suspended sailings are brand-specific and can only be redeemed on the brand where the cancellation occurred.

**22. After my client receives the 125% Future Cruise Credit, can they change their mind and opt for a 100% refund instead?**

Yes, refunds can be requested in exchange for unredeemed FCCs as follows:

- Sailings departing on-or-before May 11, 2020: Refunds must be requested on-or- before December 31, 2021 and will be processed approximately 30 days after the request is submitted. *\*High volume has impacted our refund timeline, which has now pushed the estimate from 30-days to 45-days after the refund request is submitted.*
- All sailing suspension announcements made on-or-after April 16, 2020: Refunds must be requested on-or-before December 31, 2020 and will be processed approximately 45 days from the cancellation date.

Upon processing the refund and reimbursing the original form of payment, the Future Cruise Credit will be deactivated. Additionally, if your client previously opted-in for the 125% Onboard Credit, it, too, will be deactivated when the refund is requested.

**23. If my client chooses a refund and then wishes to take advantage of the 125% Future Cruise Credit instead, is this feasible?**

Yes, if the refund has not yet been processed, the compensation offer can revert back to a Future Cruise credit. By making such a request, your client would be accepting the 125% FCC as full compensation and become ineligible to receive a cruise fare refund.

**24. As my client awaits the delivery of their Future Cruise Credit, how do I ensure that their new reservations are secure and don't cancel?**

For individual reservations awaiting the issuance of a pending Future Cruise Credit, deposit option dates will be automatically extended as follows:

- For bookings made between March 18 – May 19, 2020: Option date extended to May 31, 2020
- For bookings made between May 20, 2020 – June 22, 2020: Option date extended to July 15, 2020
- For bookings made between June 23 – July 16, 2020. Option date extended to August 15, 2020
- For bookings made between July 17, August 15, 2020: Option date extended to August 31, 2020
- For bookings made on-or-after August 16, 2020: Option date extended to September 15, 2020

This process can take up to 48-hours to reflect systematically, but don't worry – we've got it covered on our end! In addition, for individual reservations, final payment date can be extended no longer than 7 days for those guests awaiting the delivery of an FCC.

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

Yes - as long as the value of the Future Cruise Credit covers the full deposit amount, no additional funds will be owed until Final Payment, at which time any cruise fare balance and taxes/fees will be required. If the value of the FCC does not cover the full deposit amount, additional funds will be required to meet the total deposit needs and, thereafter, the remaining balance will be due by the Final Payment due date.

**26. Can my client choose to carry promotional amenities or value adds from their cancelled reservation to their future booking?**

At time of cancellation, all promotional offers, amenities, and value adds are removed and will not carry- over to future reservations. Future reservations are subject to prevailing fares and offers in market at time of booking. The only exception to this is Lift & Shift, where the rate and promotional offering from the original reservation will be protected on qualifying, future sailings.

**27. What will happen to my client's onboard credit, now that their sailing is cancelled?**

Any NextCruise onboard credits will be re-applied to your client's future reservation. Additionally, if your client has an onboard credit as a result of a redeployment, charter, or other goodwill gesture, it can carry over to their future reservation; however, if your client cancels, the onboard credit will be forfeited. Any promotional onboard credit will not be protected (unless part of Lift & Shift) and, upon rebooking, your clients can take advantage of the promotional offer available in market at that time.

**28. Will my client earn Crown & Anchor/Captain's Club points on the cancelled sailing?**

Crown & Anchor/Captain's Club points will be earned on the sailed reservation(s), not on the cancelled booking.

**29. My client was confirmed on the 2020 President's Cruise onboard *Allure of the Seas* departing October 25, 2020. Now that this sailing has been impacted by the pause in operation, what options can I offer to my client?**

We are working hard to select a dedicated sail date for the 2021 President's Cruise celebration. Once confirmed, rest-assured that we will share this information broadly, giving your clients an opportunity to reserve a spot.

**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 enquiries can be directed towards our Reservations Team on 0344 493 4005.

**LIFT & SHIFT:**

**31. My client was impacted by a prior round of suspended sailings. Are they now eligible to Lift & Shift?**

Lift & Shift is applicable to guests impacted by sailing suspensions departing June 12 – October 31, 2020. Likewise, Odyssey of the Seas departures between November 5, 2020 and April 17, 2020 are also eligible, as well as November 2020 Europe and Transatlantic departures. Those sailings previously impacted by our pause in operation (prior to June 12, 2020), unfortunately, are ineligible.



**32. 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.

**33. To Lift & Shift, is it required that my client's reservation be paid in full?**

In order to take advantage of Lift & Shift, names and full deposit must have been placed on the booking prior to Royal Caribbean's cancellation of the cruise.

**34. If my client opted for Lift & Shift, is he/she eligible to move to a future cruise at any point prior to sailing?**

Guests are/were eligible to rebook under the Lift & Shift guidelines as follows:

- *Sailings departing June 12-July 31, 2020: On or before June 10, 2020*
- *Sailings visiting Canada ports between August 1-October 31, 2020: On or before June 17, 2020*
- *Explorer of the Seas departures through August 2020: On or before June 25, 2020*
- *China sailings departing July 1-12, 2020: On or before June 25, 2020*
- *Copenhagen departures through August 2020: On or before June 25, 2020*
- *Suspended sailings between August 1-September 15, 2020: On or before July 10, 2020*
- *China sailings departing July 13-31, 2020: On or before July 10, 2020*
- *Bermuda sailings through October 2020: On or before July 10, 2020*
- *Cancelled Odyssey of the Seas sailings between November 5, 2020-April 17, 2021: On or before July 17, 2020*
- *China sailings departing August 1-14, 2020: On or before July 29, 2020*
- *Suspended sailings between September 16-30, 2020: On or before August 5, 2020*
- *Suspended sailings between October 1-31, 2020, plus remaining 2020 Europe & Fall Transatlantic season: On or before August 20, 2020*
- *China departures between August 15-September 13, 2020: On or before August 20, 2020*
- *Australia/New Zealand/South Pacific departures between October 1-31, 2020: On or before September 9, 2020*
- *China departures on Spectrum between September 18-27, 2020 and on Quantum between September 17 – October 1, 2020: On or before September 9, 2020*

**35. Will my client's add-ons (such as air, transfers, and hotel) and pre-cruise purchases (such as beverage packages, shore excursions, etc.), follow to the future ship/sailing?**

No. All add-ons and pre-cruise purchases will be removed during the re-accommodation process and can be added to the future reservation, as desired, at prevailing rates.

**36. 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 are met).

**37. 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 during the designated opt-in period.

**38. Are taxes & fees protected under Lift & Shift?**

When leveraging Lift & Shift to move your client's booking to a future sail date, taxes & fees will be adjusted to reflect the charges associated with the new sailing. Taxes & fees from the original sail date will not be protected.

**39. Do all rate codes qualify for Lift & Shift?**

Select restricted rates are ineligible for Lift & Shift - including but not limited to Net rates, Travel Advisor Friends & Family rates, Travel Advisor Reduced rates, complimentary Casino offers, and complimentary staterooms.

**40. If my client elects to Lift & Shift their reservation to a qualifying sailing in 2021, is he/she able to change their mind for a refund or Future Cruise Credit at a later date?**

Once Lift & Shift is accepted, unfortunately, reverting to a Future Cruise Credit or requesting a refund at a late time is not an option.

**41. Is my client able to Lift & Shift an Alaska booking that has a Cruisetour attached?**

Absolutely! If desired, Cruisetour guests can Lift & Shift to next year's Alaska season, while taking advantage of price/promotion protection. To qualify, the required Lift & Shift criteria must be met, while also ensuring that the future booking's Cruisetour length is the same as the original. Should your client be interested in a different Alaska Cruisetour than the one originally confirmed, we are happy to accommodate if the Cruisetour lengths align and availability exists. The only exception to this is Cruisetour 12 A/B which only allows for those previously confirmed on this tour to Lift & Shift. Alaska Cruisetours and Canadian Tours are not interchangeable.

**42. My client's existing reservation has reached Final Payment and currently resides within the cancellation penalty period. Is my client still able to Lift & Shift?**

Absolutely! If all required criteria are met, your client can opt to Lift & Shift to a qualifying future sail date. Since your client's current reservation falls within the cancellation penalty period, the applicable penalty amount (as indicated on the day the booking is re-accommodated) will follow your client's reservation to the new ship and sail date. Assuming that your client sails as planned, there is no impact. Should your client wish to cancel in the future, the assessed penalty amount from the original reservation will be withheld, as well as any additional cancellation fees as indicated by the payment schedule on the new ship and sailing.

**43. My client has applied payment in the amount of the full deposit to their existing reservation but has not yet reached Final Payment. Is my client able to Lift & Shift?**

Of course! Your client can easily Lift & Shift to a qualifying future sail date. The funds paid to-date will follow, and the revised payment schedule will adjust to reflect that of the new ship and sailing.

**44. Upon re-accommodating my client, will his/her payment schedule automatically update to now reflect that of the future sail date?**

Yes, upon moving your client from the original sailing to a qualifying future sail date, an updated payment schedule will automatically reflect on your client's reservation, as well as on associated invoices.

**ELIGIBILITY FOR 125% ONBOARD CREDIT OFFER IS LIMITED TO GUESTS WHO KEEP THE 125% FCC (INSTEAD OF OPTING FOR A REFUND OR “LIFTING & SHIFTING” THE BOOKING)**

• AUSTRALIA/NEW ZEALAND/SOUTH PACIFIC SAILINGS DEPARTING OCTOBER 1-31, 2020: OPT-IN BY SEPTEMBER 9, 2020

• CHINA SAILINGS ONBOARD *SPECTRUM* DEPARTING SEPTEMBER 18-27, 2020 AND ONBOARD *QUANTUM* DEPARTING SEPTEMBER 17-OCTOBER 1, 2020: OPT-IN BY SEPTEMBER 9, 2020

**45. What if my client used an Onboard Credit to pay for Pre-Cruise purchases and wants to opt-in for the 125% OBC offer?**

Your clients will receive the offer only for the amount paid, not for the portion paid via an onboard credit.

**46. Once the 125% Onboard Credit offer is applied to a new booking, is it refundable?**

Once the onboard credit is applied to a new booking, it has no cash value and is not refundable. Once onboard, any amount unused during the voyage will not be refunded at the end of the voyage.

**47. Once the 125% Onboard Credit offer is applied to a new booking, will it be available for use prior to sailing or only once onboard?**

The onboard credit will be available for both pre-cruise purchases and onboard purchases.

**48. Can my client change his/her mind later and opt-in for the 125% OBC Offer?**

Guests have until the opt-in deadline to make a decision, thereafter, no adjustments can be made, and an automatic refund of the pre-cruise purchases will be issued.

**49. How is the value being calculated for my client’s 125% Onboard Credit?**

The new Onboard Credit is based on the amount paid, excluding any previously applied Onboard Credits, and will be based on a per person value

**50. When does the new Onboard Credit expire?**

Guests have until the opt-in deadline to elect for the elevated Onboard Credit. Once issued, the credit will be valid for use on sailings through April 2022.

**51. Does the Onboard Credit have to be used on the same future sailing as the Future Cruise Certificate?**

No, your client can use their Future Cruise Credit on one sailing and their Onboard Credit on another.

**52. Is my client eligible for the 125% Onboard Credit, regardless of the compensation option selected?**

At this time, the elevated onboard credit offer is only applicable to those guests who opt for the Future Cruise Credit. Unfortunately, Lift & Shift bookings do not qualify, nor those requesting a refund.