

# SAILING SUSPENSION

## Frequently Asked Questions

Updated December 2, 2020

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

As we work to ensure a safe and healthy return to service in accordance with the latest guidance from the U.S. Centers for Disease Control & Prevention (CDC), Royal Caribbean has made the decision to further suspend cruise operations through February 28, 2021, and for all Australia/New Zealand cruises through April 2021. The exceptions to this include: 1) Singapore sailings onboard *Quantum of the Seas*, and 2) *Spectrum of the Seas* China departures between January 24 – February 28, 2021. As announced previously, *Odyssey of the Seas* sailings through 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 Lift & Shift, 2) accept a 125% Future Cruise Credit in lieu of a refund, or 3) obtain a full refund:

- **Lift & Shift:** Your client can opt to move their existing booking, protecting their original cruise fare and promotion, to a sailing next year on 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:
  - Suspended sailings departing January 1 – February 28, 2021: On or before December 16, 2020
  - Australia/New Zealand sailings departing February – April 2021: On or before December 16, 2020
- **Future Cruise Credit:**
  - **For suspended sailings departing through December 31, 2020 (& *Odyssey* sailings through April 17, 2021):** Your impacted clients 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.
  - **For suspended sailings departing on or after January 1, 2021:** Your impacted clients will receive a Future Cruise Credit for 125% of the cruise fare paid to be redeemed and sailed by April 2022.

Sailing Suspension FCCs will be issued to your clients automatically, by default, unless and until your clients request a refund or opt 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 complete the "Request a Refund" form on CruisingPower.com under "Brand Programs & News/Cruise with Confidence". No need to decide now – refund requests are available through December 31, 2020 for all suspended sailings departing May 12, 2020 through December 31, 2020 (*including Odyssey sailings through April 17, 2021*) and by March 31, 2021 for suspended sailings departing on or after January 1, 2021. 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.

**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 nonrefundable air or hotel accommodations through Royal Caribbean, we have it covered. If your client booked air or reserved hotel or air accommodations on their own, please reach out to the airline carrier, tour operator, or hotel supplier/chain directly to discuss options.

**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 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 16–30, 2020: FCCs can be expected via email no later than August 26, 2020*
- *Sailings between October 1 – 31, 2020, plus remaining 2020 Europe & Fall 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*
- *Australia / New Zealand departures between November 1 – December 31, 2020: FCCs can be expected via email no later than October 16, 2020*
- *Spectrum of the Seas China departures October 1-31, 2020: FCCs can be expected via email no later than October 16, 2020*
- *Sailings between November 1- 30, 2020: FCCs can be expected via email no later than November 4, 2020*
- *Sailings between December 1-31, 2020: FCCs can be expected via email no later than November 30, 2020*
- *Australia/New Zealand sailings departing January 1-31, 2021: FCCs can be expected via email no later than December 18, 2020*
- *Sailings between January 1-February 28, 2021: FCCs can be expected via email no later than January 15, 2021*
- *Australia/New Zealand sailings departing February – April 2021: FCCs can be expected via email no later than January 15, 2021.*

#### **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; The travel partner to whom the booking was attributed will be notified accordingly.

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

The FCC amount for sailings Royal Caribbean cancelled is based on the total cruise fare paid by the guest to Royal Caribbean 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 introducing "Lift& Shift", guests now have 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. Guests are eligible to lift & shift to qualifying sail dates that depart on or before April 30, 2022 – subsequent sailings do not apply

## **10. When can my client expect to be refunded for all pre-cruise purchases, such as shore excursions, specialty 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.

- Sailings between January 1-February 28, 2021: Opt-in by December 16, 2020
- Australia/New Zealand sailings between February-April 2021: Opt-in by December 16, 2020

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

### **FUTURECRUISE 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 impacted bookings confirmed on cruises Royal Caribbean cancelled as a result of the pandemic, so long as the reservation was paid-in-full prior to the sailing suspension announcement. Travel partners will also have the opportunity to earn commission on 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 prior to sailing suspension announcement.

### **12. During a recent 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 due date for my client's cruise is during the period when operations have been suspended. Will the final payment due 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 canceled 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 sailing Royal Caribbean cancelled because of the pandemic. Regardless of the original FCC's expiration date, the new FCC will be 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, and we would then reissue the original FCC on its original terms. In a unique scenario where your client has been impacted by a second suspended sailing where his/her original Sailing Suspension FCC was redeemed on a newly impacted reservation, a refund of the combined value of the cruise fares paid on both

reservations using forms of payment other than the FCC is feasible, assuming the time during which a refund can be selected for the first suspended sailing has not expired. The amount to be refunded will equal the cruise fare paid to Royal Caribbean using forms of payment other than the FCC at 100% and will not include the incremental 25% earned through the original selection of a Future Cruise Certificate.

**18. Can Global Suspension Future Cruise Credits be applied to an existing booking or do only new reservations qualify?**

Future Cruise Credits should be used on new bookings; however, we understand that your client may have already made a new booking with the deposit paid in anticipation of receiving the FCC. If your client made the new booking after the date when Royal Caribbean cancelled the relevant cruise, 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 difference 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 can be applied towards cruise fares on holiday departures.

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

No. Future Cruise Credits acquired as a result of our suspended sailings are brand-specific and can only be redeemed on the cruise 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 Global Suspension 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.
- All sailing suspension announcements made between April 16 – November 2, 2020: Refunds must be requested on- or-before December 31, 2020 and will be processed approximately 45 days from the cancellation date.
- Sailing suspension announcements made on or after December 2, 2020: Refunds must be requested on or before March 31, 2021 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, your client can change his or her mind and 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 December 2, 2020-January 15, 2021: Option date extended to January 29, 2021

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. If the value of the Future Cruise Credit covers the full deposit amount, no additional funds will be owed until the Final Payment due date, at which time any cruise fare balance and taxes/fees must be paid using another form of payment. If the value of the FCC does not cover the full deposit amount, additional funds will be required to pay 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 cruise fare and promotional offering from the original reservation will be protected on the booking moved to a 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). Upon rebooking, your clients can take

advantage of the promotional offer available in market at that time.

**28. Will my client earn Crown & Anchor points on the cancelled sailing?**

No. Crown & Anchor points are earned only on sailed reservations.

**29. My client was confirmed on the 2020 President's Cruise onboard *Allure of the Seas* departing October 25, 2020. Since this sailing was 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 inquiries can be directed towards our Individual Reservations team at 1-800-327-6700 or Group Reservations at 1-800-327-2055, depending on the booking type. If you have a truly unique situation, we also have a special support team at 1-888-281-9344 set up to assist.

**LIFT & SHIFT:**

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

Lift & Shift is available to guests impacted by suspended sailings that were scheduled to depart June 12 – February 28, 2021. Likewise, *Odyssey of the Seas* departures between November 5, 2020 and April 17, 2021 are also eligible. Those sailings previously impacted by our pause in operation (ie: prior to June 12, 2020), unfortunately, are ineligible.

**32. Understanding that the same itinerary, stateroom category, sailing length, and time frame 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 sailing 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*
- *Australia / New Zealand departures between November 1-December 31, 2020: On or before September 28, 2020*
- *China departures on Spectrum of the Seas between October 1-31, 2020: On or before September 28, 2020*
- *Suspended sailings between November 1 – 30, 2020: On or before October 16, 2020*
- *Suspended sailings between December 1-31, 2020: On or before November 13, 2020*
- *Australia/New Zealand departures between January 1-31, 2021: On or before November 25, 2020*
- *Suspended sailings between January 1-February 28, 2021: On or before December 16, 2020*
- *Australia/New Zealand departures between February-April 2021: On or before December 16, 2020*

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

Yes. Recent enhancements to CruisingPower.com now support the ability to Lift & Shift your client's reservation to next year! Simply sign-in to CruisingPower.com, click on "Brand Programs & News / Cruise with Confidence" and follow the simple steps to Lift & Shift. Please allow up to 72-hours for the requested changes to be reflected in our system.

### **36. 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.

### **37. 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).

**38. 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.

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

No. 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.

**40. 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.

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

No. Once Lift & Shift is accepted, unfortunately, reverting to a Future Cruise Credit or requesting a refund at a later time is not an option.

**42. 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 original cruise fare & promotion. 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.

**43. My client's existing reservation is past Final Payment and is currently subject to cancellation charges. 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. If your client sails as planned, there is no impact. Should your client wish to cancel in the future, the cancellation charges will be assessed based on the cancellation policy from the original reservation and retained by Royal Caribbean, as well as any additional cancellation charges as indicated by the cancellation policy that applies to the new ship and sailing.

**44. 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.

**45. 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.

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**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):**

- SUSPENDED SAILINGS DEPARTING JANUARY 1-FEBRUARY 28, 2021: OPT-IN BY DECEMBER 16, 2020
- AUSTRALIA/NEW ZEALAND SAILINGS DEPARTING FEBRUARY-APRIL 2021: OPT-IN BY DECEMBER 16, 2020

**46. 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.

**47. 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.

**48. 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 can be used for both pre-cruise purchases and onboard purchases.

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

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

**50. 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.

**51. 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 onboard Royal Caribbean sailings through April 2022.

**52. 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.

**53. 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 available to those guests who opt for the Future Cruise Credit. Unfortunately, Lift & Shift bookings do not qualify, nor do those requesting a refund.

*\*See full terms & conditions of these offers for additional details.*