



# NEW AND IMPROVED GROUPS YOUR WAY<sup>SM</sup> GUIDELINES

## ROYAL CARIBBEAN INTERNATIONAL<sup>®</sup> New and Improved Groups Your Way<sup>SM</sup> Guidelines:

All policies contained herein apply to U.S. and Canadian Travel Partners only. Certain guidelines below are not applicable for Royal Caribbean Cruisetours. Please reference the Royal Caribbean Cruisetours portion of this brochure for additional information.

### MAXIMUM GROUP LIMITS

- A Travel Partner may establish up to one (1) Affinity and one (1) Promotional group per sailing.
- An Affinity group is defined as a group that is traveling together with a common interest or affiliation. A Promotional group is defined as a group block that is promoted to a consumer market for a specific ship and sail date as a selling strategy.
- In addition, a Travel Partner may establish four groups during any rolling consecutive four (4) quarters, or twice the number of sailed groups in the past four (4) quarters (excluding current); whichever is greater.
- Affinity groups may block up to fifty (50) staterooms. Promotional groups may block up to sixteen (16) staterooms for Royal Caribbean International sailings.
- Requests for groups exceeding the maximums above at time of booking, or to add inventory over the limits set above must be submitted through the Travel Partner's Group Representative for approval.
  - ∞ Response to requests for groups exceeding maximum will be communicated to the Travel Partner within one (1) business day (excluding weekends and company holidays).
- For groups over 199 staterooms, other terms and conditions may apply. For more information on groups over 199 staterooms, please contact our Sales Team at (800) 327-2055

### OPTION LENGTHS

#### DEPOSIT GROUP POLICY

- The Travel Partner will have thirty (30) days from the offer date to deposit \$50 USD per stateroom for non-allocated and unnamed group inventory. The original fares quoted for the inventory will remain in effect for that thirty (30) day period.
- All inventory for which the initial deposit is secured will be held until 150 days to sailing for itineraries of 9 nights or longer, 120 days to sailing for 5-8 night sailings or 75 days to sailing for itineraries less than 4 nights. At these option dates, all remaining unsold inventory will be released.

#### NO DEPOSIT GROUP POLICY

- The Travel Partner will be able to hold inventory until the final option date of 150 days for sailings 9 nights or longer, 120 days for 5-8 night sailings and 75 days to sailing for itineraries less than 4 nights. At these option dates, all remaining unsold inventory will be released from the group.

#### MINIMUM SIZE REQUIREMENTS AND LIMITS

- Group terms are based on a minimum size of eight (8) staterooms of sixteen (16) guests (the "Minimum").
- Any group that falls below eight (8) staterooms at double occupancy after the deposit cycle no longer retains group status.
- Group bookings below Minimum are subject to transfer into Individual Reservations.
- Only those amenities selected for use by guests onboard will be protected. Guest amenities include, but are not limited to, stateroom deliveries.

#### PAYMENTS

##### INITIAL DEPOSIT

- Initial deposit of \$50.00 USD per stateroom is due thirty (30) days from group creation date for unallocated space held on deposit groups.

##### FULL DEPOSIT

- Full deposit amounts are per stateroom, for all bookings, according to the following schedule:
  - ∞ All itineraries from 1-5 nights require a full deposit of \$200.00 USD
  - ∞ All itineraries from 6-9 nights require a full deposit of \$500.00 USD
  - ∞ All itineraries greater than 9 nights require a full deposit of \$900.00 USD
- Full deposits are due as full legal names are added, or at the option date.
- Allocated Stateroom Deposit Requirements:
  - ∞ Full deposit is required for all triples, quads, family staterooms, suites, and certain other deluxe accommodations thirty (30) days after booking these accommodations, or until the end of the option cycle.



## FULL DEPOSIT (CONT.)

- ∞ All triples and quads require a minimum of three (3) legal names to secure the stateroom. All family staterooms require a minimum of five (5) legal names to secure.
- ∞ Premium Suites require full deposit and full legal names at the time of request to be allocated within group inventory. Some suites require (5) legal names to secure.
- Inventory added after the Final Option Date will carry the prevailing option period for Individual Reservations. Full legal names and full deposits are due at the end of the option period.

## FINAL PAYMENT

- Final payment is due seventy-five (75) days prior to departure for all 1-4 night sailings (including Holiday Sailings.) For all sailings 5 nights or longer (including Holiday Sailings and Cruisetours) final payment is due ninety (90) days prior to the sailing date.
- Final payment not received by the due date may result in Group cancellation.
- New allocations or additions to existing groups made after the scheduled final payment due date must be paid in full by the prevailing Individual Reservations option date.

## CREDIT CARDS

- As guests' full legal names are added, credit cards should be provided and cross-referenced to that guest. Travel agency corporate cards may only be used for initial deposit on Affinity groups (\$50.00 USD per stateroom) and for deposits on unnamed allocated space. As guests' full legal names are applied, the corporate card must be refunded and the guest's card cross-referenced.
- Travel agency corporate cards are not accepted for named space or for final payment. A Travel Partner's personal credit card may only be used for initial deposit on deposit groups (\$50.00 USD per stateroom) or if they are paying for themselves or a friend or family member traveling with the Travel Partner and the history is remarked in detail of the relationship.

## CANCELLATION CHARGES

- To avoid a cancellation charge, a notice of cancellation must be received prior to sailing as required in the Schedule of Cancellation Charges.

\*Or deposit amount, whichever is greater.

\*\*Holiday sailings are defined as sailings that occur over Christmas and/or New Year's day.

- Guests of Royal Caribbean International® are strongly recommended to purchase the CruiseCare® Cancellation and Guest Protection Program. For further information, please contact your Group Advocate.

CRUISE LENGTH	DAYS TO DEPARTURE	CHARGES (PER PERSON)
1-4 Nights (including Holiday Sailings)	75+	No Charges
	74-57	Deposit Amount
	56-29	50% of total price*
	28-15	75% of total price*
5 Nights or Longer (including Holiday Sailings & Cruisetours)	14 or Less	No refund except for taxes/fees
	90+	No Charges
	89-57	Deposit Amount
	56-29	50% of total price*
	28-15	75% of total price*
	14 or less	No refund except for taxes/fees

\*taxes, fees & port expenses excluded.

## INVENTORY MANAGEMENT

- If requested inventory is not available to Groups, however is available to Individual Reservations, inventory may be added at prevailing fares, not to exceed the Group Maximum fifty (50) staterooms for an Affinity or sixteen (16) for a Promotional.)
- No inventory can be added if sailing is Code Red.

## INDIVIDUAL RESERVATIONS TO GROUPS TRANSFERS

- The Transfers from FIT into an existing group may be made at prevailing fares and must not exceed the one hundred ninety nine (199) stateroom maximum for deposit or sixteen (16) for no deposit groups. At the time the booking is transferred into the group, the booking will require full legal names/full deposits. Group fares are not protected and GAP may be applied.
- Transferring Individual Reservations bookings to groups below Minimum will not be allowed unless transferring in enough bookings to bring the Group above Minimum size.
- FIT to group transfers may not be applicable to code Red sailings.
- Benefits earned in Individual Reservations are not transferable.

## INVENTORY REVIEWS

- Royal Caribbean International reserves the right to contact you at any time to review group inventory. During this review, all or part of unsold inventory (inventory without full legal names and full deposits) will be recalled.

## GUEST NAMES

- Legal guest names and exact date of birth are required as deposits are made, or no later than the applicable option date.
- Name changes are allowed on any booking within the group prior to option date. Payments will be refunded if the form of payment is cross-referenced to a guest no longer on the



booking, and a new form of payment will be required.

- Name changes may be made after final payment to all but one of the names listed on the booking, and may be subject to additional charges.
- Name changes may not be allowed on certain sailings or within twenty-four (24) hours prior to sailing.
- Name changes will be allowed outside twenty-four (24) hours prior to sailing, but may be subject to additional charges given the following conditions: guests' air has been assigned; documents have been issued; or the request is less than thirty-five (35) days prior to sailing.

## ADDITIONAL INFORMATION

### TOUR CONDUCTOR CREDITS

- Cruise-only tour conductor credits are earned on the following criteria and must be applied to a single berth or issued to the Travel Partner in the form of marketing funds.
  - ∞ For all itineraries, one cruise-only tour conductor credit is earned for every sixteen (16) full-tariff guests, based on double occupancy.
  - ∞ The value of the cruise-only tour conductor credit is determined by the category most sold within the Group. If the same number of staterooms has been sold in two or more categories, the value is based on the lowest of those categories. If multiple price points exist for the category in which the tour conductor credit is earned, the lowest price point will be used for payment purposes.
  - ∞ Singles paying 200% of the full fare count as two (2) guests for tour conductor purposes.

### LOST STATEROOM PROTECTION

- Fares and inventory will be protected when the fare or inventory is lost due to an error on the part of Royal Caribbean International. Misquoted fares and fares erroneously loaded into our systems are not protected.
- Fares will also be protected if Royal Caribbean International is contacted within forty-eight (48) hours of the cancellation and the same inventory is available and full legal names and appropriate payments are provided.

### FARE CONVERSION

- A fare may be converted if the guest meets all eligibility requirements of the new fare program. The fare program and all inventories must be available at the time of the conversion. The conversions are permitted up to the closing of the sailing. Commissions will be earned based on the new converted fare. Fare conversions resulting in a lower amount will follow the Best Price Guarantee price protection policy.

### CRUISE DOCUMENTS

- Cruise documents can be expected approximately twenty-eight (28) days prior to sail date. Royal Caribbean International reserves the right to hold documents until final payment has been received.

- E-docs (electronic documents) will be issued free of charge. Paper travel documents can be issued at request of Guest or Travel Partner for a nominal fee of \$35.00 USD per ticket booklet.
- Requests for paper documents rather than E-docs (electronic documents) must be processed prior to thirty (30) days from sailing to avoid additional charges.
- Guests traveling together in the same stateroom will receive one set of documents for the stateroom unless requested prior to the processing of the documents.

### AIR PROGRAM

- Royal Caribbean International will provide air arrangements with inclusive travel packages at competitive fares. While Royal Caribbean International will make all efforts to accommodate all air requests, group guests originating from the same air city may not necessarily be accommodated on the same flights. All guests using the air program will receive transportation and baggage transfers between the airport and pier.

### CHOICEAIR® PROGRAM

ChoiceAir allows guests to purchase their air transportation to and from their cruise with flexibility.

- Guests will be able to choose their preferred airline, specific itineraries and seat assignments, and shop for the best prices among nearly all published fares.
- ChoiceAir will allow guests to add frequent flyer numbers, place airline special assistance requests and purchase ground transfers at the time of booking.
- On day of travel our fully staffed ChoiceAir support desk will be on hand to assist guests with flight changes or delays. Our professional staff of agents will work with the airline to determine the best point to downline the guest in order to catch the ship without charging additional fees beyond those charged by the airline.
- Guests will be able to book a maximum of eight traveling companions from up to four different cruise bookings in the same ChoiceAir itinerary.

### CHOICEAIR PROGRAM (CONT.)

- Guests also can use different credit cards to pay for each booked guest.
- ChoiceAir is available to residents in the U.S. and Canada at a service charge of only \$15 per person for domestic and \$25 for international airline tickets.
- Guests can either purchase ChoiceAir through their travel agent, directly from Royal Caribbean, or through the new ChoiceAir website: [royalcaribbean.com/ChoiceAir](http://royalcaribbean.com/ChoiceAir)
- Travel agents also can purchase ChoiceAir for their clients through [CruisingPower.com](http://CruisingPower.com). Travel Agents can access ChoiceAir® through the web at

[CruisingPower.com/bookingtools/ChoiceAir](http://CruisingPower.com/bookingtools/ChoiceAir)



## DINING

- Dining requests will be accepted at the time of the initial booking. Royal Caribbean International will attempt to honor the request. However, dining assignments will be made on the basis of availability at the time of Group finalization.

## VALUE ADD

- Value Add is permitted up to \$100.00 USD per guest, and must be distributed to all guests equally.
- Value Add requires completion of a Value Add Request Form for each sailing.
- Value Add Request Forms are available on [www.cruisingpower.com](http://www.cruisingpower.com)
- Value Add must be requested and approved prior to option date.
- Refunds for cancellation involving Value Add must be made to the guest, not the agency.

## STUDENT GROUPS

- Royal Caribbean International does not accept student groups. A student group is defined as a group of which fifty percent (50%) or more of the guests are under the age of twenty-one (21). Please contact your Shoreside Group Representative for further details and requirements.

## GROUP MARKETING AND PROMOTIONS

- All marketing materials used to promote your group must be pre-approved by your Royal Caribbean International Sales Representative. All materials must contain a statement identifying the ship's registry. Restrictions on the advertising or promotion of group fares apply.
- The new Royal Caribbean International Group Sales Kit will be available on line at [www.cruisingpower.com](http://www.cruisingpower.com)

## GROUP AMENITIES PLUS (GAP)

- Royal Caribbean International will establish the Groups Amenities Plus program to allow you to customize your group. Selections for the use of GAP points may only be requested for Groups above the minimum group size of eight (8) staterooms and must be made before final payment is due.
- GAP for purchase of \$14 per stateroom will also be available for groups above the minimum group size, prior to final payment and applied towards guest facing amenities.

## FARES

- Fares are quoted are per guest, based on double occupancy.

All fares quoted to guests must include Non Commissionable Cruise Fares (NCCF).

- Singles paying 200% of the full fare counts as two (2) guests for tour conductor purposes.
- Changes: All fares, government fees, schedules, port calls, hours of arrival and departure and special programs are subject to changes without notice. Royal Caribbean International reserves the right to assess fares and charges in effect at the time of booking and amend or add to the content of this brochure at any time.

## ROYAL CARIBBEAN CRUISETOURS

The unique nature of Cruisetour groups requires, in some cases, the use of different guidelines from those that apply to general groups. The following paragraphs describe those different guidelines. Except for the differences described below, the above referenced General Group Guidelines apply to Cruisetour groups as well.

## TOUR LIMITS

- If every member of a group is purchasing the same Cruisetour package, a single Cruisetour group booking will be created.
- If some members of a group are purchasing the same Cruisetour package and others are not, two separate group bookings will be created: [a] one (1) for Cruise only; and [b] one (1) for Cruisetours.
- The Travel Partner may have one cruise only and one Cruisetour group per sailing.
- A Travel Partner can establish the following number of Cruisetour groups: [a] four (4) Cruisetour groups; or [b] twice the number of sailed Cruisetour groups that the Travel Partner had in the prior four (4) quarters, or whichever is greater.

## MAXIMUM GROUP LIMITS

- When booking an Alaska CruiseTour group, the maximum number of guests that can be booked is 32 or 16 staterooms. Any group of 33 guests/17 staterooms or more will need approval and a contract.
- When booking a Canadian Rockies CruiseTour group, the maximum number of guests that can be booked is 20 or 10 staterooms. Any group of 21 guests/11 staterooms or more will need approval and a contract.

## OPTION LENGTHS



- The option periods will terminate at the end of 180 days from sailing.

## FULL DEPOSIT

- Full deposit amounts are per stateroom, for all bookings, according to the following schedule:
- ∞ All itineraries greater than 9 nights require a full deposit of \$1,000.00 USD

## CANCELLATION CHARGES

- To avoid cancellation charges, a notice of cancellation must be received prior to the departure date for the Cruisetour as follows:
- The departure date for a Cruisetour is the embarkation date for the Cruise or the first day of the tour portion of the Cruisetour, whichever is earlier.

DAYS TO DEPARTURE	CHARGES (PER PERSON)
90+	No Charges
89-57	Deposit Amount
56-29	50% of total price*
28-15	75% of total price*
14 or less	No refund except for taxes/fees

\*Or deposit amount, whichever is greater.

Cruisetours that are converted to a cruise only reservation within 42 days of the start date of the tour segment of the cruisetour will be subject to a cancellation charge. The amount of that charge varies depending on the location of the cruisetour and/or its length. The specific charges can be found here [www.royalcaribbean.com/cruisetourcancellationpenalties](http://www.royalcaribbean.com/cruisetourcancellationpenalties)

For assistance please contact a Royal Caribbean Cruisetours representative at 1.888.307.8401. Group Sales/Service: 1.800.327.2055 | [www.cruisingpower.com](http://www.cruisingpower.com)

Terms and Conditions set forth in Royal Caribbean International current brochures are incorporated herein by reference. All Group Policies are subject to change at any time without notice. Additional terms, conditions and limitations apply. Please visit [www.cruisingpower.com](http://www.cruisingpower.com) for additional information and updates on Group Guidelines. All fares are quoted in U.S. dollars. Canadian fares will be conveyed at the time of booking.

