



Royal Caribbean Sailing Suspension Update

Dear valued Travel Partners,

Royal Caribbean® remains committed to providing you and your clients with the support and service necessary to navigate these extraordinary times. With health and safety at the forefront, we are committed to doing our part to combat the COVID-19 pandemic and have therefore confirmed that the suspension of all cruise operations is now extended through July 31, 2020. This decision is in alignment with guidance provided by the Centers for Disease Control and Prevention (CDC) and will allot ample time to further develop our comprehensive return to service measures to protect our guests and crew as we adapt to a “new tomorrow.”

For those currently confirmed on sailings departing June 12-July 31, 2020, and not previously cancelled under our Cruise with Confidence offer, a few options have been prepared for consideration.

	OPTION #1	OPTION #2	OPTION #3
	LIFT & SHIFT	FUTURE CRUISE CREDIT	REFUND
OFFER	Before June 10, 2020, move to a qualifying cruise next year and	125% Future Cruise Credit (FCC) when booking on-or-before December 31, 2021	100% refund of amount paid valid through December 31, 2020.

	price/promotions are protected!	and sailing through April 2022.	
ACTION ITEMS	Select a future sailing that qualifies, give us a call, and we'll handle the rest!	It's simple - no action needed from you! FCC is automatically issued to all impacted guests.	To request a refund on your client's behalf, submit the request via the "Cancellation Form" on CruisingPower.com under "Brand Programs & News."
COMMISSION PROTECTION	Commission protected	We've got you covered! Commission protected on both ends - the cancelled reservation AND the future booking where the correlating FCC is applied!	Commission protected on cancelled reservations paid in full.
Cruise Planner Purchases	Opt-in to convert Cruise Planner purchase to an Onboard Credit valued at 125% of the total amount paid . Take advantage of this offer before it expires on June 10, 2020!		

LIFT & SHIFT:

Our NEW Lift & Shift option is ideal for your clients simply wishing to move their existing reservation to next year, protecting their original price and promotion. Select next year's sailing on the same itinerary type, sailing length, stateroom category, and within the same 4-week window of the original cruise date and your clients are all set. Act quickly – option expires on June 10, 2020!

125% Future Cruise Credit:

To account for the inconvenience this has caused, your clients are eligible for a 125% Future Cruise Credit (FCC) that is based on the total cruise fare paid at the guest-level. FCC will be automatically issued on-or-before June 30, 2020 – if neither of the other options is selected. Taxes and fees, as well as any pre-purchased amenities or onboard packages will be automatically refunded to the original form of payment within 45 days from the cancellation date.

If your client previously opted to take advantage of our Cruise with Confidence policy, the 100% FCC will stand, and this new option is ineligible. Additionally, if your clients have redeemed their Cruise with Confidence Future Cruise Credit on a sailing that is now

ancelled, their original FCC will be reinstated, plus 125% of any amount paid by the
est on the cancelled reservation.

REFUND:

oking for a refund? No problem! We are happy to return the funds paid per guest
en requesting this option on-or-before December 31, 2020. To submit on your
ent's behalf, simply complete the new "Cancellation Form"

[CruisingPower.com](https://www.cruisingpower.com) under "Brand Programs & News" and the process will begin. Your
ent can expect their refund to the original form of payment within 45 days from the
icellation date. To ensure your client is making the best choice, no need to rush on
iding – the 125% Future Cruise Credit will remain active until the point when a
und request is submitted, at which time it will be deactivated.

our client redeemed a Cruise with Confidence Future Cruise Credit on an impacted
ling and would now prefer a refund instead, we are happy to process this request in
: amount of any new funds paid above the original certificate and, in turn, will
nstate the Cruise with Confidence FCC for future use.

We appreciate all you do and understand the trying times that the travel industry is
facing, so it has never been a question of protecting your commission earnings,
regardless of the compensation option selected. Partners stick together – you can
count on us today and for years to come!

Together, we will rise to the challenges this crisis presents and will come out
stronger on the other side.

Stay safe!