



**Dear valued Travel Partners,**

As we continue to navigate these extraordinary times, Royal Caribbean remains in close contact with many of our industry partners to bring you the latest news and updates. The Government of Canada recently announced the restriction of cruise traffic into Canadian ports through October 2020. Unfortunately, this has impacted our 2020 Alaska season in its entirety, as well as notable fall itineraries like Canada/New England and Hawaii. We are saddened that COVID-19 continues to disrupt your clients' vacation plans. However, our main priority continues to be the health and safety of our guests, crew, and local communities where we sail.

We hope your impacted clients will stick with us and simply move their 2020 reservation to a similar adventure in 2021. In Alaska, increased capacity next season will open additional cruise options as we welcome a fourth ship – the award-winning *Quantum of the Seas*. It's easy – just **Lift & Shift** your clients into 2021 and their current price and promotion is protected! Act quickly as this option is only available through **June 17, 2020**.

If your clients aren't quite ready to select their next adventure, a **Future Cruise Credit (FCC)** is the ideal option – offering an elevated value of 125% of the total amount paid. FCCs will be automatically administered on or before **July 17, 2020**, if no alternative compensation form is selected. Funds attributed to the purchase of taxes/fees or pre-purchased amenities/onboard packages will be automatically refunded to the original form of payment within 45 days from the cancellation date.

Should a refund be the preferred option for your client, we are happy to return the funds paid per guest to the original form of payment within 45 days from the cancellation date. Opt-in for a refund on-or-before December 31, 2020 by accessing the “Cruise with Confidence” tab (previously “Cancellation Form”) housed on [CruisingPower.com](http://CruisingPower.com).

|                          | OPTION #1  | OPTION #2   | OPTION #3  |
|--------------------------|--|---|--|
|                          | LIFT & SHIFT   | FUTURE CRUISE CREDIT  | REFUND   |
| OFFER                    | Before June 17, 2020, move to a <b>qualifying cruise next year</b> and rates/promotions are protected! | <b>125% Future Cruise Credit (FCC)</b> when booking on or before December 31, 2020 and sailing by April 2022.   | <b>100% refund of amount paid</b> valid through December 31, 2020.   |
| 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 <b>automatically</b> issued to all impacted guests.   | To request a refund on your client’s behalf, submit the request via the “Cancellation Form” on <a href="http://CruisingPower.com">CruisingPower.com</a> under “Brand Programs & News.” |
| COMMISSION PROTECTION    | <b>Commission protected</b> on Lift & Shift reservations.  | We’ve got you covered! <b>Commission protected on both ends</b> - the cancelled reservation paid in full AND the future booking where the FCC is redeemed!                            | <b>Commission protected</b> on cancelled reservations paid in full.  |
| CRUISE PLANNER PURCHASES |  | Opt-in to convert all Cruise Planner purchases to an <b>onboard credit valued at 125% of the total amount paid</b> . Take advantage of this offer before it expires on June 17, 2020! |  |

*Please note: If your client previously opted to take advantage of our Cruise with Confidence policy, the original 100% FCC will stand, and the new, elevated FCC is*

*ineligible. Additionally, if your client redeemed their Cruise with Confidence Future Cruise Credit on a sailing that is now cancelled, their original FCC will be reinstated, plus 125% of any amount paid by the guest on the cancelled reservation. Should a refund now be preferred on an impacted sailing where your client previously redeemed a Cruise with Confidence Future Cruise Credit, we are happy to process this request in the amount of any new funds paid over the original certificate and, in turn, will reinstate the Cruise with Confidence FCC for future use.*

We know how important the role of a travel partner is each day, so rest assured that your commission earnings will be protected, regardless of the compensation option selected.

We certainly wish that times were different; however, through it all, it's relationships and partnerships that grow fonder. We appreciate you, now and always!

Stay safe!