



NEXTCRUISE NEW OFFER

TRADE FAQs

Effective August 1, 2017

OVERVIEW

Royal Caribbean® offers your Clients our best offer only when they book onboard via the NextCruise program. NextCruise offers incredible benefits such as up to \$600 Onboard Credit or up to \$600 in savings on their next cruise and NextCruise is combinable with most other Royal Caribbean promotions. All onboard bookings are cloned from their original booking channel so you get full credit for the new booking. These changes will be effective each ship's new departure date on or after August 1, 2017. The program will be rolled out on all ships by mid August.

At Royal Caribbean we know that Travel Agents like you are key to the success of our business and are true advocates of our NextCruise program. As always, loyalty to our Travel Partners is our top priority. NextCruise is one of the tools we provide to help you keep your current clients and make sure your business grows with referrals. Let NextCruise take care of your existing business so you can focus on new business. Save your marketing dollars and let's lock the guest in for another Royal Caribbean cruise as it's a triple win. A win for the guest with the best offer, a win for the cruise line and a win for you!

FREQUENTLY ASKED QUESTIONS

1. What is the new NextCruise offer?

When your Clients book their next cruise onboard, they can earn up to \$600 dollars off or up to \$600 in onboard credit per stateroom on their next cruise. Onboard credit values are dependent upon the length of voyage and type of stateroom or suite. This savings can be used as an onboard credit or dollars off their next cruise — their choice!

NEXTCRUISE SAVINGS PER STATEROOM*			
LENGTH OF CRUISE	INTERIOR/OCEAN VIEW	BALCONY/JUNIOR SUITE	GRAND SUITE AND ABOVE
4-5 Nights	\$25	\$50	\$150
6-9 Nights	\$50	\$100	\$300
10 Nights or longer	\$100	\$200	\$600



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2. Will the NextCruise program continue to offer both Instant and Future OBC?

As of August 1, 2017, NextCruise will only offer the future onboard credit option due to the lack of popularity of the Instant Onboard Credit option. Your Clients will always enjoy their Onboard Credit on their future cruise vs their current cruise.

3. Will the NextCruise program offer Non-Refundable Deposit Fares onboard?

Yes, NextCruise offers your Clients the choice to have either the Refundable or Non-Refundable Deposit Fare program while onboard. Both the Refundable and Non-Refundable fares are combinable with NextCruise Onboard Credit yet the OBC values differ depending on the rate your Client selected.

4. What is the Onboard Credit value for the Refundable Fare option?

If your Client selects the refundable fare option while booking onboard, they are eligible for up to \$150 per stateroom which is also dependent upon the length of voyage and type of stateroom. Interior, Oceanview, Balcony, Panoramic Oceanview Suite and Junior Suite staterooms are all included in the refundable fare option. Grand Suites and above are only eligible for the Non-Refundable Deposit Fare program, therefore Grand Suites and above are excluded from the Refundable Fare OBC grid.

REFUNDABLE FARE			
NEXTCRUISE OBC — UP TO \$150/ROOM USD			
NIGHTS	INTERIOR/OCEAN VIEW	BALCONY/JUNIOR SUITE	SUITES
4-5N	\$15	\$25	
6-9N	\$25	\$75	
10+N	\$75	\$150	

5. What is the Onboard Credit value for the Non-Refundable Deposit Fare option?

When your Clients select the Non-Refundable Deposit Fare option while booking onboard, they are eligible for up to \$600 in Savings per stateroom. All categories of staterooms and suites are included in this option. This Savings can be applied to the guest’s booking as an OBC or Dollars Off their future voyage — their choice!

6. If my Client wants the new Dollars Off incentive, they must ask for the Non-Refundable Deposit Fare option?

Correct, your Clients can only have the Savings off the price of their cruise when they select the Non-Refundable Deposit Fare option. The Dollars off option is not available for Refundable fares.



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7. What other benefits do my Clients enjoy while booking onboard?

When they select our Non-Refundable deposit fare program to be eligible for the up to \$600 per stateroom savings, they are also entitled to a 30 day penalty free grace period. The Royal Caribbean Non-Refundable deposit fare program includes a \$100 per person change fee each time your Client changes their original ship and sail date. Onboard, your Clients have 30 days from creation date to make unlimited changes without incurring this penalty. The deposit remains Non-Refundable and the change fee will not be incurred for the first month after they book onboard. This flexibility enables your Clients to return home, communicate with family and friends and firm up their plans for next year.

8. Are NextCruise bookings still eligible for reduced deposits?

When booking a Non Refundable Deposit fare onboard, your Clients are eligible to pay lowered deposits of only \$100 per person for Interiors, Oceanview, Balcony and Junior Suites. Grand Suites and above require full deposit. Refundable fare bookings also require full deposit.

9. Are NextCruise bookings combinable with most other Royal Caribbean promotions?

Yes, NextCruise bookings remain combinable with our shoreside offers making NextCruise Royal Caribbean's best offer.

10. What are the additional benefits of booking onboard?

Your Clients will be eligible to enjoy a discount of up to 10% off their future shore excursions when they pre-plan them onboard for their NextCruise. Clients can make up to 3 bookings per person for friends or family who may not be sailing with them and they can also handpick their stateroom or suite from our full selection of inventory onboard. NextCruise also remains combinable with Crown and Anchor exclusive savings making our NextCruise program, Royal Caribbeans best offer!

11. Can the guest switch to a refundable fare booking during the 30 Day Grace Period?

Yes, the guest can change their booking from non refundable to refundable however the deposit remains non-refundable. The 30 day grace period only shields the guest from the \$100 per person change fee therefore a guest can make unlimited changes to their ship and sail date without penalty for 1 month. Deposit remains non refundable

12. Will the Dollars Off option be available on non refundable fare bookings that are inside final payment date?

Yes, whether the non refundable booking is 6+ months out or within final payment, the Dollars Off program will always be available.

13. If a guest originally selects the Dollars Off option, do they retain that benefit if they make changes to their booking including a new ship or sail date or repricing the booking?

Yes, if the non refundable option was originally selected and changes are later made, the Dollars Off will always be available regardless of change.



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14. Is a guest required to pay the full deposit when converting an Open Booking or Refundable booking to a Non-Refundable Booking?

Yes, anytime an existing booking is changed from an open booking or reduced deposit refundable booking to a non-refundable booking, full deposit needs to be collected. If changes are made to a new refundable fare, the reduced deposit will be honored.

15. When does the new NextCruise program launch onboard?

Your Clients will be eligible for the up to \$600 in NextCruise savings effective August 1, 2017.

16. Do Travel Professionals still receive full credit for all NextCruise bookings?

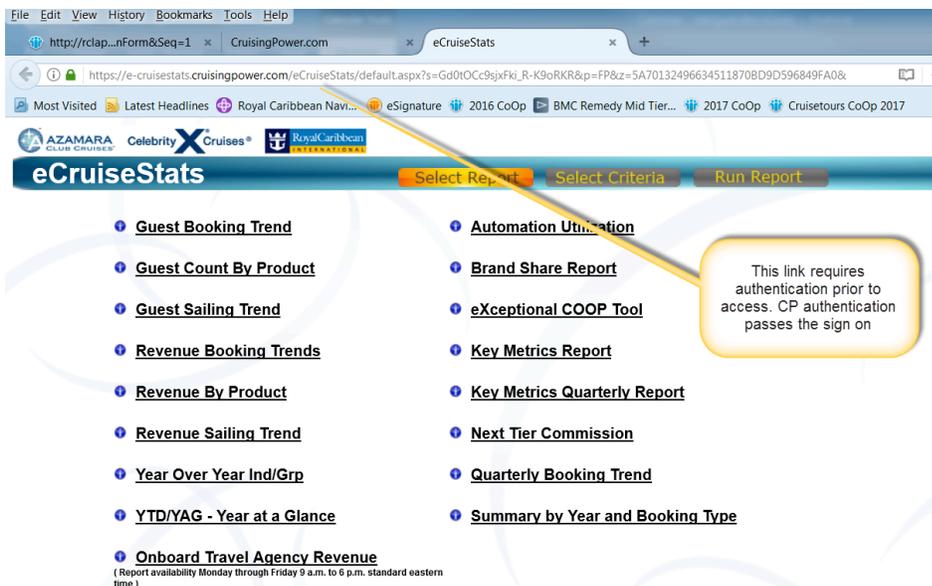
Absolutely! We love our Travel Partners and our success is your success onboard. We will clone your Clients booking details to ensure you get full credit and are notified in a timely manner.

17. What is the best way to increase my NextCruise revenue?

Communicate with your Clients and let them know to see the NextCruise team before they disembark. The prime window to do this is one week before they set sail. Leverage the tools and resources customized for you at <https://loyaltoyoualways.com/nextcruise/>

18. Where can I locate my NextCruise bookings?

You can find all of your NextCruise reservations in Cruising Power under the Sales & Marketing tab and select Agency Productivity. You will then find the link to ECruiseStats and select Onboard Travel Agency Revenue.



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