

NON-REFUNDABLE DEPOSIT PROGRAMME



Royal Caribbean is excited to introduce a new lower fare option through our Non-Refundable Deposit Programme, which also includes up to US\$100 to spend at sea for bookings made 6+ months in advance. By providing both refundable and non-refundable options, Royal Caribbean offer the ultimate in choice, flexibility – and adventures.

FREQUENTLY ASKED QUESTIONS

Q1: When will Royal Caribbean International’s new Non-Refundable Deposit Programme launch?

A: The programme will launch 10 April 2018 and will be available for all applicable Royal Caribbean bookings (excluding departures from China) made after that date. The programme is currently not applicable to Celebrity Cruises or Azamara Club Cruises.

Q2: Why has Royal Caribbean International decided to introduce a Non-Refundable Deposit Programme?

A: The Non-Refundable Deposit Programme has been introduced as a new fare option to incentivise your clients to book early, whilst providing travel partners with stronger business and a higher retention of bookings. The added benefits include more consistent pricing and promotional offerings.

Q3: What are the new deposit options for my client?

A: From 10 am AEST on 10 April 2018, your clients can choose to book under one of two promotional structures:

Refundable Deposit – Book the current brand offer. E.g. 30% Savings under the promotional and standard booking terms and conditions.

OR

NEW Non-Refundable Deposit – Book the current brand offer (ie 30% savings) in conjunction with a lower fare and receive an early booking incentive of up to USD\$100 Onboard Credit per stateroom when the booking is made six months prior to sailing. Deposits made in conjunction with this promotion are non-refundable.

Q4: When my client books at least six months prior to sailing under the Non-Refundable Deposit Programme, how much onboard credit will they receive?

A: The onboard credit amount is tiered by sailing duration and stateroom category. Please refer to grid below:



Non -Refundable Promotion OBC

Sailing Length	Stateroom Category	OBC Amount Per Stateroom
5 Nights or Less	Interior & Oceanview	\$25USD
	Balcony & Suite	\$50USD
6 Nights or Longer	Interior & Oceanview	\$50USD
	Balcony & Suite	\$100USD

Q5: How can I identify a non-refundable deposit fare when booking my client on a Royal Caribbean International sailing?

A: When creating your client’s booking, simply select the fare name ending in “NO REF DEP”. The qualifying onboard credit will be automatically applied at this time if the booking is made more than six months prior to sailing.

Q6: a) Grand Suite or higher staterooms will only be available in conjunction with the non-refundable deposit option. Why has this been implemented?

A: To preserve our valued Suite inventory and ensure availability is maintained for our committed guests.

Q6: b) Guarantee Category staterooms will only be available in conjunction with the non-refundable deposit option. Why has this been implemented?

A: The following Guarantee Categories – W/WS, X/XB, XN, Y/YO, and Z/ZI, will be used within 6 months of sailing. Since these categories tend to have a shorter leader time and typically have lower pricing we would like to take committed bookings only.

Q7: Does the Non-Refundable Deposit Programme combine with brand promotions and other discounted fare options?

A: The Non-Refundable Deposit Programme is combinable with Royal Caribbean brand promotions (e.g.30% Savings, BOGOHO), including those with onboard credit offers, such as Global WOW Sales. The non-refundable fare also combines with Crown & Anchor discounts and NextCruise offers.

The non-refundable fare is not combinable with any other offer or promotion, unless otherwise stated, including but not limited to Standard Group rates, Net Rates, Travel Agent and Family & Friend Rates.

Q8: What is the cancellation schedule for the new non-refundable deposit fare option?

A: The current cancellation schedule will be applicable to bookings made under the new Non-Refundable Deposit Programme. Deposit amounts remain unchanged.

Cancellation Schedule Days to Sailing	Current Refundable	New Non Refundable
Outside 151	Refundable Deposit	Loss of Deposit
150-71	Loss of Deposit	Loss of Deposit
70-46	25%	25%
45-31	50%	50%
30-15	75%	75%
14 - Departure	100%	100%

(% applies to Cruise Fare)



A booking made under the non-refundable deposit cruise fare rate (a NRD Booking) requires a payment of a non-refundable deposit at the time of booking. The deposit is not refundable at any time after it has been paid. Payment of full deposit and full name are required for each guest at the time of booking. If the guest cancels a NRD booking prior to the final payment due date, the cancellation terms of the cruise ticket contract apply. A guest may change the ship or sail date of a NRD booking up to 151 days prior to departure. Any payments made towards the NRD booking will be applied to the balance of the modified booking and a AUD/NZD \$100 per person per change free will be charged to the modified booking. Payments should be received no later than 7 days from booking confirmation. NRD bookings without payment after 7 days will be automatically cancelled.

Deposit Amounts	
Sailing Duration	Amount (AUD/NZD)
1-6 days	\$100AUD
7-14 days	\$200AUD
15+ days	\$400AUD

*Cancellation schedule varies for Holiday sailings (Christmas, New Year & Easter) and Trans Pacific and Asia repositioning cruises.

Q9: What is a change fee and when will it be incurred?

A: When booking a non-refundable deposit fare, a fee of AUD/NZD \$100 per person will be incurred for any changes to ship or sail date only. Ship or sail date can be amended through Espresso or our Reservations Team. If amending through Espresso the AUD/NZD \$100 change fee will be applied to the booking within 48 hours. There is no limit on the number of changes permitted to ship or sail date up to 151 days prior to sailing, however a separate change fee will be incurred for each request.

Q10: What happens if my client opts to switch from

- a) A non-refundable fare to a refundable fare? Any booking created and deposited as a non-refundable fare will maintain this status for the life of the reservation, regardless of subsequent fare changes. The deposit will always be non-refundable.
- b) A refundable deposit fare to a non-refundable fare? Any booking created and deposited as a refundable fare will change status and the deposit will become non-refundable for the life of the booking, regardless of subsequent fare changes made.

Q11: What happens to the non-refundable deposit if the occupancy reduces?

A: All deposits are non-refundable; therefore, any cancelled guests will not receive a refund of their deposit. Reductions in occupancy will have the non-refundable deposit withheld based on the original occupancy.

Q12: Are non-refundable deposit fares applicable to groups?

A: Non-refundable deposit fares will only be applicable to groups at the individual booking level and will require full legal names and deposits at the time of booking. Non-refundable deposit fares cannot be held in conjunction with unnamed space. Non-refundable deposit fares will count toward a group's FOC and will be eligible for GAP. Individual bookings made on the non-refundable fare can be transferred into a group in line with the current Groups transfer policy (See section 4.5 of Groups Policy).

Q13: How does the Non-Refundable Deposit Programme differ when booked onboard through NextCruise?

A: Bookings created onboard under the Non-Refundable Deposit Programme have a grace period of 30 days from date of creation which allows a ship and sail date change without incurring a change fee. If a guest wishes to cancel their NextCruise booking their deposit remains non-refundable.

Q14: As a travel professional, am I required to alert my clients when booking or advertising non-refundable cruise fares? When is it suggested that I discuss with them the detailed terms of the Non-Refundable Deposit Programme?

A: Yes, it is very important that all travel partners clearly specify when non-refundable deposit conditions apply. This should be clearly stated when confirming your client's cruise booking and outlined in marketing material. It is imperative that your client understands the full terms and conditions in advance, such as the AUD/NZD \$100 change fee for amends to ship and sailing date.



A booking made under the non-refundable deposit cruise fare rate (a NRD Booking) requires a payment of a non-refundable deposit at the time of booking. The deposit is not refundable at any time after it has been paid. Payment of full deposit and full name are required for each guest at the time of booking. If the guest cancels a NRD booking prior to the final payment due date, the cancellation terms of the cruise ticket contract apply. A guest may change the ship or sail date of a NRD booking up to 151 days prior to departure. Any payments made towards the NRD booking will be applied to the balance of the modified booking and a AUD/NZD \$100 per person per change free will be charged to the modified booking. Payments should be received no later than 7 days from booking confirmation. NRD bookings without payment after 7 days will be automatically cancelled.

Q15: As a travel professional advertising a non-refundable deposit fare, what specific requirements must be clearly stated?

A: The following options are acceptable:

- a) The full amount of the non-refundable deposit must be disclosed in the Terms and Conditions. Sample verbiage: "A non-refundable deposit of {insert amount} per person applies to fares shown in this advertisement".
- b) When featuring multiple fare options – those requiring non-refundable deposits, as well as regular fare options – it is imperative that a disclaimer be clearly displayed to notify that some fares require a nonrefundable deposit and that change fees may apply. Sample verbiage: "The minimum deposit amount for some of the fares shown in this advertisement is nonrefundable; a change fee of \$100 per guest may apply. Contact {insert travel partner information} for complete details."

Please refer to our [Trade Partner Advertising Guidelines](#) for further information.

Q16: Where can I go to learn more about the new Non-Refundable Deposit Programme?

A: Please visit CruisingPower.com.au to view all supporting materials including an [Espresso Booking Reference Guide](#). You can also view a Programme Overview on our Trade Training channel at <http://bit.ly/RCLWebinarTraining>.

..... For more information visit CruisingPower.com.au

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