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# GROUPS YOUR WAY<sup>SM</sup> GUIDELINES

## ROYAL CARIBBEAN INTERNATIONAL®

### Groups Your Way<sup>SM</sup> Guidelines: As of March 12, 2012

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 on most sailings with the exception of Northeast departures in which the maximum is thirty-two (32) 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 100 staterooms, other terms and conditions may apply. For more information on groups over 100 staterooms, please contact our Sales Team at (800) 345-7225.

#### OPTION LENGTHS ARE AS FOLLOWS:

##### Affinity Group Policy

- The Travel Partner will have thirty (30) days from the offer date to deposit \$50.00USD per stateroom for non-allocated group inventory. The original fares quoted for the inventory will remain in effect for that thirty (30) day period. All inventory for which this initial deposit is secured will be held an additional 150 days or to the Hard Stop Date, whichever comes first. Royal Caribbean International reserves the right to recall unsold inventory at any time.
- The Hard Stop Date is defined as the date upon which all inventory on the Group will be reduced to sold. Unsold inventory shall be returned back to the cruise line's inventory. Inventory will be reduced to sold at:
  - ∞ 180 days to sailing for itineraries 10 nights and longer
  - ∞ 120 days to sailing for 6-9 night itineraries and Bermuda itineraries
  - ∞ 90 days to sailing for itineraries less than 6 nights.

- At the end of 180 days from creation, twenty percent (20%) of the original inventory must be sold in order to keep all unsold inventory at the original rate. "Sold" is considered inventory that is fully deposited and with full legal names. If twenty percent (20%) of the original inventory has not been sold, the Group will be reduced by fifty percent (50%) of the unsold inventory. The unsold space may be extended at its original rate for an additional 180 days (360 days from creation), or to the Hard Stop Date whichever comes first.
- At the end of the 360 day period the group will be reduced by fifty percent (50%) of the unsold space. The remaining space may be kept at original rates until 240 days from sailing or the Hard Stop Date whichever comes first. If at 360 days from creation, no inventory has been sold, the group will be cancelled.
- At 240 days from sailing the group will be reduced by fifty percent (50%) of unsold space and the remaining unsold space may be retained at the original rates until the Hard Stop Date.
- All option periods will terminate at the end of the thirty (30) days from creation, 180 days from creation, 360 days from creation, 240 days from sailing or 180 days, 120 days or 90 days from sailing (dependent upon length of itinerary and product), whichever comes first.
- New Group requests can be made inside 180 days, 120 days or 90 days from sailing provided group inventory is available. Full legal names and deposit will follow Individual Reservations option cycles. Promotional Group Policy

#### Promotional Group Policy

- The Travel Partner will have 180 days from the offer date or up to 180 days, 120 days or 90 days from sailing (dependent upon length of itinerary and product), whichever comes first, to sell the blocked inventory in the Group. The original fares quoted for the inventory will remain in effect for that period.
- At the end of the 180 days from offer or 180 days, 120 days or 90 days from sailing (dependent on length of itinerary and product), full legal names and full deposits are due. All unsold inventory will be reduced to sold and returned back to the cruise line's inventory.
- New group requests can be made inside 180 days, 120 days or 90 days from sailing (dependent on length of itinerary and product) provided group inventory is available. Full legal names and deposit will follow Individual Reservations option cycles.

#### 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.



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## PAYMENTS:

### Initial Deposit (Affinity Groups Only)

- Initial deposit of \$50.00USD per stateroom is due thirty (30) days from group creation date for unallocated space held on Affinity 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 \$200.00USD
  - ∞ All itineraries from 6-9 nights require a full deposit of \$500.00USD
  - ∞ All itineraries greater than 9 nights require a full deposit of \$900.00USD.
- Full deposits are due as full legal names are added, or at the end of each option cycle.
- 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, whichever comes first. Full legal names are required as standard option guidelines are reached.
  - ∞ 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.
  - ∞ Royal, Presidential, Royal Loft, Sky Loft and Aquatheater Suites require full deposit and full legal names at the time of request to be allocated within group inventory.
- New allocations or additions to Affinity groups prior to the Hard Stop Date will carry the same deposit schedule as the existing Group.
- New allocations or additions to Promotional groups prior to the Hard Stop Date will have a new 180 day option cycle or through the Hard Stop Date, whichever comes first.
- Inventory added after the Hard Stop 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 sailing for standard departures. Holiday sailings and other select departures require final payment 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 (\$50.00USD 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 Affinity groups (\$50.00USD 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 below schedule of cancellation charges.

Reservations created prior to August 1, 2010 for all sailings will fall under the following cancellation schedule as follows:

| CRUISE LENGTH                  | DAYS TO DEPARTURE | CHARGES (PER PERSON)                         |
|--------------------------------|-------------------|--|
| 1-5 Nights                     | 60+               | No charges                                   |
|                                | 59-30             | Deposit amount                               |
|                                | 29-8              | 50% of total price (taxes & fees excluded)*  |
|                                | 7 or less         | No refund except for taxes and fees          |
| 6-9 Nights                     | 70+               | No charges                                   |
|                                | 69-30             | Deposit amount                               |
|                                | 29-8              | 50% of total price (taxes & fees excluded)*  |
|                                | 7 or less         | No refund except for taxes and fees          |
| 10+ Nights                     | 70+               | No charges                                   |
|                                | 69-30             | Deposit amount                               |
|                                | 29-15             | 50% of total price (taxes & fees excluded)*  |
|                                | 14 or less        | No refund except for taxes and fees          |
| Holiday Sailings**: 6-8 Nights | 90+               | No charges                                   |
|                                | 89-30             | Deposit amount                               |
|                                | 29-8              | 50% of total price (taxes & fees excluded)** |
|                                | 7 or less         | No refund except for taxes and fees          |
| Holiday Sailings**: 9+ Nights  | 90+               | No charges                                   |
|                                | 89-30             | Deposit amount                               |
|                                | 29-15             | 50% of total price (taxes & fees excluded)** |
|                                | 14 or less        | No refund except for taxes and fees          |

\*Or deposit amount, whichever is greater.

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



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Effective August 1, 2010, new reservations will fall under the following cancellation schedule:

| CRUISE LENGTH                          | DAYS TO DEPARTURE | CHARGES (PER PERSON)                        |
|--|-------------------|---|
| 1-5 Nights                             | 60+               | No charges                                  |
|  | 59-43             | Deposit amount                              |
|  | 42-29             | 50% of total price (taxes & fees excluded)* |
|  | 28-15             | 75% of total price (taxes & fees excluded)* |
|  | 14 or less        | No refund except for taxes and fees         |
| 6 Nights or longer                     | 75+               | No charges                                  |
|  | 74-57             | Deposit amount                              |
|  | 56-29             | 50% of total price (taxes & fees excluded)* |
|  | 28-15             | 75% of total price (taxes & fees excluded)* |
|  | 14 or less        | No refund except for taxes and fees         |
| Holiday Sailings**: 1-5 Nights         | 90+               | No charges                                  |
|  | 89-64             | Deposit amount                              |
|  | 63-43             | 50% of total price (taxes & fees excluded)* |
|  | 42-15             | 75% of total price (taxes & fees excluded)* |
|  | 14 or less        | No refund except for taxes and fees         |
| Holiday Sailings**: 6 Nights or longer | 90+               | No charges                                  |
|  | 89-64             | Deposit amount                              |
|  | 63-43             | 50% of total price (taxes & fees excluded)* |
|  | 42-22             | 75% of total price (taxes & fees excluded)* |
|  | 21 or less        | No refund except for taxes and fees         |

\*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<sup>®</sup> are strongly recommended to purchase the CruiseCare<sup>®</sup> Cancellation and Guest Protection Program. For further information, please contact your Group Advocate.

## INVENTORY MANAGEMENT:

- Within any of the group cycles (30, 180, 360 days from creation or 240 days from sailing), the Travel Partner may add up to the Group Maximum allowed (fifty (50) staterooms/thirty-two (32) staterooms for Northeast products for an Affinity or sixteen (16) for a Promotional) if group inventory is available at prevailing rates.
- Requests for additional space beyond the maximum stated above should be directed to the Travel Partner's Group Advocate.
- 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/ thirty-two (32) staterooms for Northeast products for an Affinity or sixteen (16) for a Promotional) as long as full names and full deposits are provided at the time the space is added.

- Once a group has been reduced to sold, the Travel Partner can add up to the Group Maximum (fifty (50) staterooms/ thirty-two (32) staterooms for Northeast products for an Affinity or sixteen (16) for a Promotional) at prevailing fares. Added space will carry the current Individual Reservations option, or 180 days, 120 days or 90 days to sailing, dependent upon itinerary length, whichever comes first.

## INDIVIDUAL RESERVATIONS TO GROUPS TRANSFERS:

- Transfers from Individual Reservations (FIT) into an existing group may be made at prevailing fares. Full legal names and full group deposits must be on the booking at the time of transfer. Transfers must be allocated space.
- Group fares are not protected and GAP may be applied.
- The Travel Partner can transfer bookings to total no more than the Group maximum (fifty (50) staterooms/ thirty-two (32) for NE products for an Affinity group or sixteen (16) for a Promotional group).
- Transfers from Individual Reservations to Groups may not be applicable for Code Yellow sailings and are not applicable to Code Red sailings.
- Benefits earned in Individual Reservations are not transferable.
- Transferring Individual Reservations bookings to groups below Minimum will not be allowed unless transferring in enough bookings to bring the Group to Minimum size (8 staterooms)

## INVENTORY REVIEWS:

- Royal Caribbean International may contact you at any time to review any unsold inventory. During this review, unsold inventory (inventory without full legal names and full deposits) may be recalled.
- Royal Caribbean International reserves the right to contact you at any time to review group inventory held on sail dates that are at risk of being oversold (Code Red Sailings). During this review, all unsold inventory (inventory without full legal names and full deposits) will be recalled.
- Other than Code Red sailings, a reviewed Group will have seven (7) business days to add full legal names and payments prior to being reduced to sold.

## GUEST NAMES:

- Legal guest names are required as deposits are made.
- Within the initial 180 day option cycle, name changes are allowed on any booking within the group. Payments will be refunded if the form of payment is cross-referenced to a guest no longer on the booking. A new form of payment will be required.
- After the initial 180 day option cycle, name changes may be made 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





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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 pricepoints exist for the category in which the tour conductor credit is earned, the lowest pricepoint 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 if the Guest or Travel Partner request 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:

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, 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.
- 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 Celebrity Cruises, 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) beginning August 3, 2009. 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 \$100.00USD 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)



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- Value Add must be requested and approved within the first 180 day option cycle (or by the sailing's Hard Stop Date whichever comes first).
- 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 (eight (8) staterooms) and must be made before final payment is due.

## 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 Cruisetour, a single Cruisetour group booking will be created.
- If some members of a group are purchasing the Cruisetour 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 has in the prior

## MAXIMUM GROUP LIMITS:

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

## OPTION LENGTHS:

- The option periods will terminate at the end of 180 days from creation or at 180 days from sailing, whichever comes first.
- This option period is subject to an inventory review at ninety (90) days from creation when necessary.

## Full Deposit

- All itineraries for Royal Caribbean Cruisetours require a full deposit of \$900.00USD per stateroom.

## Cancellation Charges

- To avoid cancellation charge a notice of cancellation must be received prior to the departure date for the Cruisetour as follows:

| DAYS TO DEPARTURE | CHARGES (PER PERSON)                        |
|-------------------|---|
| 75+               | No charges                                  |
| 74-57             | Deposit amount                              |
| 56-29             | 50% of total price (taxes & fees excluded)* |
| 28-15             | 75% of total price (taxes & fees excluded)* |
| 14 or less        | No refund except for taxes and fees         |

\*Or deposit amount, whichever is greater.

- 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.

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.