

## **ROYAL CARIBBEAN CRUISE LINES** (as of 3/16/2020)

Effective March 14th, 2020, Royal Caribbean International® made the decision to voluntarily suspend all cruising for the next 30 days – an update from yesterday's announcement which impacted only U.S. based vessels. This decision certainly wasn't an easy one, but the widespread nature of the Coronavirus (COVID-19) made it essential to protect the health and well-being of our guests and crew. It was never our intention to disrupt the vacation plans of our guests and, due to this inconvenience, a 125% Future Cruise Credit will be automatically issued to all impacted guests. At this time, we're planning to resume sailings fleetwide as of April 11th, 2020.

To recap the compensation offered to you and your clients:

A 125% Future Cruise Credit (FCC) will be automatically issued to all impacted guests. The amount of the FCC is based on your clients' total cruise fare paid and will be emailed to you and your clients on-or-before April 13th, 2020. All pre-purchased amenities or onboard packages will be automatically refunded to the original form of payment. To make it easy for you during this difficult time, we will take care of everything – no action needed from your end.

Alternatively, a full refund is an option for your clients, if preferred, within 30-days, the refund will be returned to the original form of payment. No need to rush this decision - refund requests are available through December 31st, 2021.

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