



ChoiceAir TAKES FLIGHT

FREQUENTLY ASKED QUESTIONS

1. Why are gateways not available?

Gateways are still offered for guests selecting a cruise that embarks or disembarks outside of the continental United States. While the gateway field is represented in the external tools for Guest, Travel Partner and Internal Agent use, the gateways will not be available for sailings entirely within the 48 continental United States. ChoiceAir is our exclusive option in those cases and enables guests to select from any departure city at prices that are generally much lower than traditional air.

2. What do we do when guests ask for air more than 11 months in advance since airlines do not make their fares and inventory available?

We will advise guests to return to ChoiceAir once they are within the 330 day booking window. Only about .5% of our sailed guests booked their cruise and requested air more than 11 months out. The vast majority of our guests and Travel Partners understand how this works. We understand that our competitors are also moving in this direction.

3. What if a guest has ChoiceAir and wants to change to ChoiceAir FlexFare?

Guests may cancel/change their tickets based on the airline rules which may involve penalties or no refund. If in doubt, check with ChoiceAir Support.

4. What if a guest has Traditional Air and wants to change to ChoiceAir with or without FlexFare?

The guest would need to drop their Traditional Air and then go to the ChoiceAir website to add their ChoiceAir option (ex: Non-refundable, FlexFare, Plus). Guests within the penalty period are subject to penalty guidelines and airline rules/restrictions.

5. Why does ChoiceAir (including ChoiceAir FlexFare) have a fee?

Guests receive our full support including day of travel downlining when necessary. They may call and speak to an agent about changing, canceling, or adding services to their airline reservation with no additional fee other than airline fees. We monitor guest flights in case issues arise on day of travel and help them get to their embarkation port or next available port-of-call to join the ship.

6. Why didn't we charge for Traditional Air?

Our Traditional Air program was restricted to specific contract fares and gateways. In most cases the Traditional Air offering had no penalties associated with them until ticketed. ChoiceAir provides access to the lowest airline fares (refundable and non-refundable) available on consumer sites plus downline support on day of embarkation/debarkation. We have invested in state-of-the-art technology in order to provide these excellent options and provide a much more guest-friendly booking alternative. We believe that the ChoiceAir fee represents an excellent value. Our customers have told us the same thing.

7. What is the difference between Custom Air and ChoiceAir Plus?

Custom Air was based on the old-style air add-on price, subject to additional charges for deviation (customization) and was limited to carriers with our available contract rates. ChoiceAir Plus provides all of the published options available through most consumer websites or airlines in addition to ChoiceAir specials. Guests receive more options and lower prices – and are subject to the conditions of the ticket. Guests that prefer not to pay for their ticket immediately may opt for the higher ChoiceAir FlexFares. In either case, guests receive highly personalized service from a professional air agent. The fees are \$35 per guest plus the \$15-\$25 ChoiceAir fee. (Total: \$50 and \$60) Custom Air fees ranged from \$50-\$75.





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8. Why do we charge two separate fees for ChoiceAir Plus:

The \$15/\$25 mandatory Service Fee is charged to each guest booking with ChoiceAir. The concierge service fee of \$35 is charged per guest only when personalized service is requested and is waived for specialty groups just as the Custom Air fee is currently handled. Guests receive the same concierge benefits as Custom Air with the additional benefit of lower airfare pricing and the option to book themselves for a reduced fee. Those who prefer the support of an agent will actually pay less than average under the ChoiceAir program.

9. Will we waive the ChoiceAir Plus Fee for loyalty members?

Captains Club, Le Club Voyage and Crown and Anchor Society members Platinum level and above will have the \$35 fee waived for themselves and for minors traveling in the same stateroom. The ChoiceAir fee of \$15-\$25 will not be waived, but most guests are finding that the savings and security make it a worthwhile investment.

FOR QUESTIONS OR MORE INFORMATION CONTACT:

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