



AUTOMATIC GRATUITY PROGRAM

Dear Travel Partner,

We are writing to notify you of a change to Royal Caribbean International's gratuity program.

As of March 1, 2013, Royal Caribbean will automatically add a \$12.00 USD gratuity (\$14.25 USD for Suite guests) to each guest's onboard SeaPass® account on a daily basis, to be shared by crew that work to enhance your client's cruise. This new, automatic daily gratuity replaces our previously recommended gratuity guidelines.

How does this affect your clients?

- New or existing bookings that have not prepaid gratuities as of March 1, 2013, will see the daily gratuity automatically applied to their onboard SeaPass® account.
- As with previous gratuities, your clients will still have the option to prepay before sailing, rather than having the automatic gratuities applied onboard. Bookings that prepay their gratuities before sailing will not be charged daily onboard.
- As with previous gratuity guidelines, the amount of the automatic gratuity is at your clients' discretion. In the unlikely event your client is not completely satisfied with their service while onboard, your client may visit Guest Services to modify the amount of the daily gratuity.
- Other onboard gratuity policies remain the same: a 15% gratuity is automatically added to beverages, mini bar items, and spa & salon services, and will be itemized on your receipt.

Please visit our [Gratuity FAQ page](#) if you have any questions about this new policy.



Royal is
LOYAL TO YOUSM
Always





AUTOMATIC GRATUITY PROGRAM

Frequently Asked Questions

Q: What is the new Automatic Gratuity Program?

A: Effective on sailings departing on or after March 1, 2013, Royal Caribbean will automatically add a \$12.00 USD gratuity (\$14.25 USD for Suite Guests) to each guest's SeaPass® account on a daily basis. This gratuity replaces our previously recommended gratuity guidelines and will apply to all guests who did not prepay gratuities before March 1, 2013.

Q: What is Royal Caribbean's Automatic Gratuity Program?

A: To simplify the service recognition process, Royal Caribbean automatically adds a \$12.00 USD gratuity (\$14.25 USD for Suite Guests) to each guest's SeaPass® account on a daily basis. This gratuity is shared by Dining Services, Stateroom Attendants and crew that work to enhance your cruise. The daily automatic gratuity amounts are recommended and based on customary industry standards. In the unlikely event that a guest onboard being charged the daily automatic gratuity does not receive satisfactory service, the guest may request to modify the daily amount at their discretion by visiting Guest Services during their cruise. Guests who have prepaid their gratuities will not have a daily amount charged.

Q: How does my gratuity help the crew?

A: Our guests' complete satisfaction is the goal of every crew and staff member onboard. The gratuity is shared between the crew members who serve guests throughout their vacation – the Dining Services staff, Stateroom Attendants, and behind-the-scenes Housekeeping crew. They are well aware of the gratuity policy and are grateful for the acknowledgment.

Q: Is the gratuity required?

A: The gratuity is automatically added to each guest's SeaPass® account on a daily basis. In the unlikely event that a guest onboard being charged the daily automatic gratuity does not receive satisfactory service, the guest may request to modify the daily amount at their discretion by visiting Guest Services during their cruise. Guests who have elected to prepay gratuities will not see a daily charge during their cruise.

Q: Why is the gratuity automatic?

A: The automatic daily gratuity is based on customary industry standards. Applying this automatically helps streamline the recognition process for the crew members that work to enhance your cruise. We hope you find the gratuity to be an accurate reflection of your satisfaction and we thank you for your generous recognition of our staff. Should you have questions or wish to adjust the amount of the automatic gratuity, please visit Guest Services during your cruise.



Royal is
LOYAL TO YOUSM
Always





AUTOMATIC GRATUITY PROGRAM

Frequently Asked Questions

Q: How do I pay the gratuities?

A: Once you get onboard, Royal Caribbean automatically adds a \$12.00 USD gratuity (\$14.25 USD for Suite Guests) to each guest's SeaPass® account on a daily basis. If you would prefer to prepay gratuities rather than having them applied onboard, you may elect to prepay gratuities by contacting Royal Caribbean or your travel agent.

Q: Are there other gratuities to be expected during my cruise?

A: 15% gratuity is automatically added to bar service beverages, mini bar items, Spa & Salon services. These gratuities may be itemized on your receipt.

Q: Does the automatic gratuity apply to all guests?

A: Yes, the gratuity applies to individual guests of all ages and stateroom categories.

Q: What if I'm totally WOWed and want to provide special recognition for a crew member?

A: Feel free to recognize crew members who make your voyage exceptionally memorable. You can visit Guest Services to increase the amount of your gratuities or reward a crew member with an additional cash gratuity at your discretion. Gratuity envelopes will be delivered to your stateroom towards the end of your cruise. You'll find a Guest Satisfaction Survey there, too - another way you can provide feedback and recognition for WOW worthy crew members.

Q: Is the amount of the automatic daily gratuity different than the previously recommended gratuity amounts?

A: The gratuity amount is \$0.35 USD more per day than the previously recommended daily gratuity amount.



Royal is
LOYAL TO YOUSM
Always

