

ROYAL CARIBBEAN INTERNATIONAL® GROUP POLICY REFERENCE GUIDE

GENERAL GROUP TERMS- as of September 2004

All policies contained herein apply to groups of up to 100 staterooms. For groups of more than 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.

Group terms are based on a minimum size of 8 staterooms of 16 guests. Groups falling below the minimum size requirements are subject to transfer to Individual Reservations.

Savings Certificate upgrades, and guest amenities will be protected. Tour conductors, bonus commissions, and any other elements not mentioned above will not be protected.

Standard Option Lengths are as follows:

- Prior to full deposit date, 30 days
- Between full deposit and final payment, 7 days
- Within final payment, 72 hours
- Option lengths may change based on the sailing status

Royal Caribbean International® reserves the right to alter the length of the option period for certain itineraries based on sailing status

PAYMENTS

Initial deposits

An initial deposit is required within the prevailing option period. The deposit amounts for groups of up to 100 staterooms are as follows:

- \$25 per stateroom for itineraries up to 8-Nights.
- \$50 per stateroom for itineraries of 9-Nights or longer.

Certain staterooms require a full deposit instead of an initial deposit within the prevailing option period. This inventory includes all triples, quads, family staterooms, deluxe (Junior Suite and higher) and any stateroom where guarantees are not available. The staterooms are subject to cancellation without notice if the full deposit is not received by the initial due date.

Full deposit

Full deposit is due as names are provided and staterooms are requested. The final due date for full deposit is 4 months prior to sailing.

Full deposit amounts are per stateroom, for all bookings, according to the following schedule:

- All cruise itineraries from 1 to 5-Nights require a full deposit of \$200 per stateroom.
- All cruise itineraries from 6 to 8-Nights require a full deposit of \$500 per stateroom.
- All cruise itineraries greater than 8-Nights require a full deposit of \$900 per stateroom.

If the entire full deposit is not received by the due date, all undeposited or partially deposited space is subject to recall without notice.

New allocations or additions to existing allocations made after the scheduled full deposit due date and prior to the final payment due date must be fully deposited within the prevailing option period.

Space reviews

Royal Caribbean International® may contact you between six months and four months prior to sailing to review your group inventory. During this review, unsold space (stateroom inventory without names and full deposits) may be recalled. We reserve the right to contact you at any time to review group inventory on sailings that are at risk of being oversold.

At 4 months prior to sailing, your group will undergo an Auto Review of your current allocation. At this time, all non-fully deposited stateroom allocations will be automatically released.

Final Payment

Final payment is due 70 days prior to sailing. Should the final payment not be received by the due date, the group is subject to cancellation.

New allocations or additions to existing allocations made after the scheduled final payment due date must be paid in full within the prevailing option period.

Credit Cards

Guest credit cards may be used for both deposit and final payment and must be cross-referenced to the guest. Cross-referencing helps to insure that inventory will be secured and expedites a refund should the guest cancel.

Agency credit card may be used for initial deposit only.

GUEST NAMES

Guest names are required 70 days prior to sailing.

Name changes can be made to all but one of the original names listed on the booking, and may be subject to additional charges. The following are the exceptions and fees associated with certain changes:

- Name changes are not permitted within 24 hours prior to sailing.
- Name changes will be allowed, but may be subject to additional charges given the following conditions: guests' air has been assigned, documents have been issued or the request is less than 35 days prior to sail date.

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.

Itinerary	Days Prior to Sailing	Cancellation Charge (Per Person)
1-5 Nights	59 - 30	Deposit amount
	29 - 8	50% of the total price
	7 or less	100% No refund
6-7 Nights	69 - 30	Deposit amount
	29 - 8	50% of the total price
	7 or less	100% No refund
8 Nights or longer	69 - 30	Deposit amount
	29 - 15	50% of the total price
	14 or less	100% No refund
Christmas & New Years	89 - 30	Deposit amount
	29 - 8	50% of the total price
	7 or less	100% No refund

Guests of Royal Caribbean International® are strongly recommended to purchase the CruiseCare cancellation and Passenger Protection Program. For further information, please call BerkelyCare, Ltd., at (800) 453-4022.

TOUR CONDUCTOR CREDITS

Tour Conductor credits can be earned on a combined basis for both individual and group bookings on the same sail date. Tour Conductor credits for individual bookings will be paid after the sail date. Group tour conductor credits are applied at the group level and are earned based on the following criteria:

- For all itineraries, one cruise tour conductor credit is earned for every 16 full-tariff guests, based on double occupancy.
- The value of the cruise 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.
- An unlimited number of tour conductor credits can be earned per sailing date per agency location.
- Singles paying 200% of the full fare count as two guests for tour conductor purposes.

LOST CABIN PROTECTION

Rates and inventory will be protected when the rate or inventory is lost due to an error on the part of Royal Caribbean International®.

Rates will also be protected if we are contacted within 48 hours of the cancellation and the same inventory is available and full names of guests and appropriate payments are provided.

RATE CONVERSION

A rate may be converted if the guest meets all eligibility requirements of the new price program. The price program and all inventories must be available at the time of the conversion. The conversions are permitted up to closing of the sailing. Commissions will be earned based on the new converted rate.

CRUISE DOCUMENTS

Cruise documents can be expected approximately 30 days prior to sail date. Royal Caribbean International® reserves the right to hold documents until final payment has been received. One cruise document per stateroom will be sent if all the components of the cruise bookings are the same. If you would prefer separate cruise documents please inform your Group Specialist. A document reissue fee of \$35 per household will be charged when the travel agent or guest requests new documents when no new documents are required for travel.

AIR PROGRAM

Royal Caribbean International® will provide air arrangements with inclusive travel packages at competitive rates. While Royal Caribbean International® makes efforts to accommodate all air requests, group guests originating from the same air city will not necessarily be accommodated on the same flight. For special air requests, please contact Custom Air at (800) 636-2440. All guests using the air program will receive transportation and baggage transfers between the airport and the pier.

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.

ADDITIONAL INFORMATION

Student Underage Minor Groups (SUM)

Royal Caribbean International® does not accept SUM groups. A SUM is defined as a group, of which 50 % or more of the guests are under the age of 21. Please contact a Group Sales Representative for further details and requirements.

Gifts and Gear/Reduced-Rate Gift Menu for Travel Agents

At Royal Caribbean International®, we know how important client relationships are to our travel partners and a "Thank You" gift from a travel agent goes a long way towards building that relationship.

In an effort to give you access to affordable gifts you can use for this purpose, we have designed a reduced rate menu you can use to send your clients gifts at affordable prices ranging from \$9.99 - \$26.99

Group Marketing and Promotions

No agency can advertise, market or sell below our published or contracted pricing programs. Any rebating or incentive programs that can be converted to cash or currency are not allowed.

All marketing materials used to promote your group must be pre-approved by Royal Caribbean International®. All materials must contain a statement identifying the ship's registry.

Group Amenities Plus (GAP)

Royal Caribbean International® will establish the Groups Amenities Plus program points. Selections for the use of GAP points must be made prior to the final payment date.

Individual to Group Transfers

Transfers from Individual Reservations to existing groups may be made only for bookings with names and full deposit unless commission has been paid, documents issued, the record has BerkelyCare, shore excursions are attached or the booking is within the penalty period. Group pricing will not be protected for these transfers though GAP points may be applied. Benefits earned in Individual Reservations are not transferable.

Value Add

Value Add amounts of \$50 per guest or \$100 per guest are permitted, and require completion of Royal Caribbean International® Value Add Request Form for each sailing. Value Add must be requested and approved by the full deposit due date (4 months prior to sailing). Refunds for cancellation involving Value Add must be made to the guest, not the agency.

Prices

Prices quoted are per guest, based on double occupancy. All prices quoted to guests must include Non Commissionable Cruise Fares (NCCF).

- Singles paying 200% of the full fare counts as two guest for tour conductor purposes.
- Changes: All prices, government fees, schedules, port calls, hours of arrival and departure and special programs are subject to change without notice. Royal Caribbean International® reserves the right to assess prices and charges in effect at the time of booking and amend or add to the content of this brochure at any time.
- Terms and Conditions set forth in Royal Caribbean International® current brochures are incorporated herein by reference. Please refer to cruisingpower.com for group policy information and updates.



Get out there.®

Group Reservations
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