



Frequently Asked Questions: Shore Excursions

Why should guests book Shore Excursions through Royal Caribbean?
Guaranteed first off the ship
48-Hour Hassle Free Cancellation Policy*
Guaranteed return to ship†
In-Depth Destination Expertise

How can I quickly recommend a Shore Excursion to my client?
Click on the link below to access the new Royal Caribbean Shore Excursions Electronic Magazine. It will give you the top 3 recommended tours in each port worldwide:
http://viewer.zmags.com/publication/6bf8d3e8#/6bf8d3e8/1

Where can I get information related to the specific categories?
You can quickly find specific tours for each category if you visit the Shore Excursions landing page: www.royalcaribbean.com/shoreexursions.

What is the cancellation policy?
Royal Caribbean offers a 48 hour hassle free cancellation policy. As long as a guest cancels 48 hours before the shore excursion takes place they can switch to a different tour or cancel for a full refund.

What happens if my client's shore excursion is late?
When booking Shore Excursions through Royal Caribbean the ship will wait for you. The tour operators are in communication with the ship to coordinate your safe return onboard. In the event the ship is significantly delayed Royal Caribbean will make all the arrangements for you to return to the ship at the earliest opportunity with no expense to the guest.

Who can we contact with questions about accessible shore excursions?
shorexaccess@rccl.com

Who do I contact for information on Private Journeys?
PrivateJourneys@rccl.com
- Requests must be received no later than 30 days prior to sailing
- Please include booking ID, ports of interest, # of guests, sites to visit
- Private Journeys are non-refundable once confirmed and paid

SHORE EXCURSIONS
DELIVERING THE DESTINATION™

Royal Caribbean INTERNATIONAL®

*Tours involving flights, trains, special events, overnight stays, hotel stays and Private Journeys must be cancelled 30 days prior to sailing to avoid cancellation penalties. Other restrictions may apply. †In the unlikely event that your tour is significantly delayed, we'll make all the arrangements for you to return to the ship at the earliest opportunity at no expense to you.