

GROUP BOOKINGS POLICY

1. **General Rules.**

The current terms and conditions for Group Bookings are set forth below within this document. RCL reserves the right to modify and amend such terms and conditions at any time.

Prior to the issuance by RCL of a confirmation number for a Group Booking, Partner shall provide to RCL information about the type of group (i.e., promotional, student, affinity, or incentive), name of Travel Agency, name of corporate client (for incentive groups), the promotional strategy and expected availability of group names in accordance with the formats specified by RCL.

RCL shall review the development of each Group Booking with Partner from time to time in accordance with RCL's policies and procedures, and RCL shall retain the right to require the release of unsold group space at RCL's sole discretion. Through its established space review process, the RCL Group Operations Department shall work with Partner within the framework of RCL's policies and procedures to maximize the success of each Group Booking, taking into account such factors as the type of Group Booking, implementation of promotional efforts, inventory situation for the sailing, timely provision of names, Partner's historical group retention and other relevant factors. RCL may require in certain circumstances that Partner take partial or full financial responsibility for unsold group space in order to retain such space. In all such cases, Partner's acceptance of financial responsibility shall be documented in accordance with the format specified by RCL, as RCL may determine from time to time.

All affinity, student, or incentive group quotes given by RCL to Partner shall include, in addition to the quoted group fare, an amount that shall represent the prepayment of gratuities by the group members. Gratuities cost could be change at any time, and it will be regulated by following guidelines:

All group bookings confirmed prior to the exchange date are eligible for the lower gratuity amounts when opting to prepay at any point prior to sailing. Newly suggested gratuity amounts apply to all group bookings named on-or-after the exchange date, regardless of when the group shell was held. Contracted group space will be subject to the terms of the agreed upon contract.

This amount shall be non-commissionable and must be remitted to RCL in accordance with RCL's Group payment provisions.

All Contracted Incentive Groups, Quinceañeras, Students, Seminars at Sea, and Special Events Groups must have allocated staterooms.

RCL may provide a payment statement to Partner prior to the date of sailing. Unless otherwise specified by RCL, final payment for Group Bookings shall be due as provided in the Partner Agreement between the Partner and RCL. RCL and Partner shall cooperate to ensure the accuracy of the items reflected on all Group invoices. All payments shall be made in accordance with the payment provisions set forth in the Partner Agreement between the Partner and RCL.

Partner shall advise its Travel Agents of RCL's group policies, payment schedule and cancellation charges. Should Partner fail to do so, the indemnification provisions of the Partner Agreement shall apply.

There are special requirements for groups of passengers who are under the age of eighteen and who are not sailing with their parents (e.g. SUM Groups – Student Underage Minor and Quinceañera Groups). Please refer to RCL's Guidelines for Student/Underage/Minors (SUM) & Quinceañera Groups. All such groups must be identified at the time the booking is made. The ages for each passenger, including chaperones, must be provided at the time names are provided. The Partner is responsible for ensuring that all requirements for the group are met, including but not limited to, chaperone ratios and RCL's parental consent forms, and Travel Agent Acknowledgement forms. Boarding will be denied if that RCL's requirements are not timely met.

RCL reserves the right to charge \$40 per day on onboard spend for singles traveling in a group when 10 or more staterooms are singles. Additionally, RCL may charge up to 200% of NCCF for single staterooms.

Anything to the contrary in this document notwithstanding, Partner must enter into a separate group contract with RCL for Group Bookings of more than ninety-nine (99) cabins. Partner shall not split a Group Booking into subsets to avoid the requirement of the previous sentence. Such contract shall be subject to negotiation between the parties and may contain terms and conditions different from those set forth in the Partner Agreement.

Additional Information

Amenities: In order to ensure the proper delivery of amenities, all requests must be received 30 days prior sailing. **Group Promotion:** All marketing materials used to promote your group must be pre-approved by RCL. All materials must contain a statement identifying the ship's registry.

Prices: All prices quoted are per person based on double occupancy. All prices quoted to passengers must include gratuities for all group types.

Commissions: RCL reserves the right to alter, amend and change its commission structure at any time, without notice.

Changes: All prices, government fees, group policies as set out above, schedules, port calls, hours of arrival and departure and special programs are subject to change without notice. Taxes & Fees will not be protected for unnamed group space. RCL reserves the right to assess prices and charges in effect at time of booking.

Terms and Conditions: Terms and conditions set forth in RCL's ticket contract of passage and as stated in the general information section of RCL's current brochure are incorporated herein by reference.

Royal Caribbean International – Promotional, Affinity and Incentive Groups

Market	International Policy - Applicable to new group bookings created from
Other LACAR	October 30th, 2023 until further notice irrespective of sail date
Minimum group size (cabins)	8
Maximum group size without contract (cabins)	50 Total Outstanding Group Stateroom Limit — At any given point in time, the total number of staterooms held by a Travel Partner through non-contracted groups cannot exceed: 60 staterooms or 4 times the number of group staterooms (excluding transfers of individual bookings into a group that sailed in the immediately preceding 4 calendar quarters in non-contracted groups booked by that TP. (whichever is greater)
Maximum groups per agency	TP are limited to 1 group per sailing, Affinity groups may be reviewed at a one-on-one basis
Maximum IR/Office group cabins per sailing	A Travel Partner may hold no more than one (1) group per sailing. Affinity groups may be reviewed at a one-on-one basis
Groups below minimum	Remain in groups but will lose any associated amenities.

Option length (days)	15 days from creation
Option length grace periods (initial deposit)	Judgment call based on availability if sailing is green with significant available space option maybe extended a max of 30 days, If sailing is code Blue max of 2 weeks we do not extend Yellow or red coded sailing
Initial deposits (per cabin) for non-allocated space (guarantees)	Groups that exceed sixteen (16) staterooms require an initial deposit of \$50 per stateroom to be paid within thirty (30) days of the group's creation to avoid cancellation. Groups of sixteen (16) staterooms or less do not require initial deposits. These are referred to herein as "No Deposit" groups, although full deposits are required for groups of this size as well as for groups over this size.
Cabins requiring a full deposit amount at time of initial deposit	All triples, quads, family staterooms, deluxe (category JS or Sky Suite and higher) and staterooms that have been allocated.
Timing of initial deposits	30 days from creation
Full deposits (per cabin) - allocated cabins	1-5 night: \$200 6-9 night: \$500 10+ night: \$900
Full deposit (months prior to sailing)	On or before the "Final Option Date" (as defined below), all required Full Deposits must be paid in full and received by Cruise Line. Full Deposit Amount: For all groups, regardless of size, full deposit amounts are due as shown below are per stateroom for all bookings, regardless of whether the group is over or under sixteen (16) staterooms in size: Full deposits for all triples, quads, ultra spacious /higher occupancy staterooms, suites, and certain other deluxe accommodations are due within thirty (30) days of booking, or on or before the final option date, whichever is earlier. Certain types of suites require full deposits and full legal names at the time of request to be allocated within the group inventory.
Final Option Date	Itineraries of five (5) nights or more: final option date = ninety (90) DTS Itineraries of four (4) nights or less: final option date = seventy-five (75) DTS At the final option date, all unsold inventory will be recalled by Cruise Line and the corresponding bookings will be cancelled.
Space reviews	RCL reserves the right to recall group inventory at any time. In the case of inventory recall, names will be required within 5 business days of the review notice and full deposit must be received in house within 10 business days or at final payment (whichever comes first). Unnamed inventory after deadline will be released from group.

Names Due (days prior to sailing)	60% of names on group inventory are due at 60 days to sailing and the remainder due at 30 days to sailing. No name changes are permitted on code Red. This includes Green/Blue/Yellow sailings that were previously on Red
Final Payment Due Date	For all berths held in a group, Final Payment is due on or before: • Seventy (75) DTS for sailings of all lengths. Final payment not received by the due date may result in cancellation of all or part of the group. Any staterooms newly allocated or added to a group after the final payment due date must be paid for in full when added to the group.
Documents	E-docs (electronic documents) will be issued free of charge approximately twenty-eight (28) days to sailing.
Agency Credit Cards	As guests' full legal names are added, each guest's credit card information must be provided and cross-referenced to the guest's booking. Travel agency corporate cards may only be used for the initial deposit on Deposit Groups (\$50.00 USD per stateroom).
Name Changes	Name "changes" (the substitution of one guest's name for another) are allowed on a non-contracted group booking prior to the final option date. A double name change made at any time will be treated as a cancellation and result in the loss of promotional rates. When a guest's name is removed from a booking as a result of a name change, payments will be refunded to the original form of payment, and a new form of payment will be required for the newly added guest. Name changes may be made after the final option date provided at least one name listed on a stateroom's booking does not change. No changes to guest names may be made under any circumstances after the sailing has closed. Final Option dates: +5N 90DTS, 4 or less 75DTS

<p>Cancellation Charges</p>	<p>Up to 4 nights sailings 75+ DTD - No charges 74-61 DTD- Deposit 60-16 DTD - 75% 15 or less DTD - 100%</p> <p>5 nights or longer 90+ DTD - No charges 89-75 DTD - Deposit 74-61 DTD - 50% 60-16 DTD - 75% 15 or less - 100%</p>
<p>Cruise Tour/ Cancellation Charges</p>	<p>Cancellation charges are assessed based on days prior to the start of the cruise tour package. Terms & Conditions vary by brand by product.</p>

<p>3rd/4th Cancellation</p>	<p>Canceling 3rd or 4th guests outside of 100% cancellation period: If a stateroom is triple or quad occupancy and the entire reservation cancels, cancellation charges will be assessed to all guests on the reservation. When cancelling 3rd or 4th passengers, guest 1 and 2 rate should be protected, monies for 3rd or 4th will be refunded back to their form of payment. Contact your escalation team for any assistance needed with rate protection. Note for NRD Bookings: The deposit from the 3 or 4+ cancelled guest will apply to the balance and is still non-refundable should all the guests cancel or further reduce.</p> <p>However, if the remaining guests cancel prior to sailing, the cancellation charges will reflect the original occupancy count.</p> <p>If the booking is triple or quad occupancy, and the first or second guest cancels, there continues to be a first and second guest rate in the stateroom so the cancelled guest would receive a refund (if the booking is paid in full) in the amount of the third or fourth person rate.</p> <p>Within 100% cancellation period: Full penalty is assessed for each cancelled guest once they are inside 100% cancellation period at the rate that they were booked under. If a booking is being modified by cancelling a guest(s) inside of 100% cancellation period, the sailing guest's cruise fare needs to be special fared to protect their current cruise fare rate held. The funds held in penalty will equal the cruise fare of the cancelled guest(s) booked. A workflow will need to be created to withhold the cancelled guest's monies.</p> <p>Travel partner commission is automatically protected when a reservation is canceled in full penalty. Bookings that are canceled within the full cancellation period are based on NET charges, thereby protecting the travel partner's commission.</p>
<p>TC Credits</p>	<p>A credit in an amount equal to the cruise-only fare (less the NCCF) for one (1) berth will be earned for every sixteen (16) paid guests who sailed with the group in staterooms at full-fare* double occupancy rates. The value of any Taxes/Fees, NCCF, fuel supplement charges and gratuities are not included in the calculation of that tour conductor credit value. **Full fare” means any rate other than travel agency rates, resident specials or other restricted rates, or any berth to which tour conductor credits are applied. Effective for groups sailing on or after January 1, 2018, the value of the tour conductor credit will be based on the average cruise fare (less the NCCF) of the total of all staterooms booked at full fare who sailed with the group, regardless of stateroom category. For all groups on sailings that commence prior to January 1 2018, the tour conductor credit value will be determined by the stateroom category in which the group has sold the most space. If there is a tie between two or more categories, the value will be based on the lowest of those categories. If multiple price points exist for the stateroom category upon which the tour conductor credit value is determined, the lowest cruise fare will be used. Third and fourth passengers do not count for purposes of calculating the tour conductor credit. Singles paying 200% of the full fare count as two (2) guests for tour conductor purposes.</p> <p>Tour conductor credits are non-commissionable.</p>
<p>TC Value</p>	<p>Determined on average cruise fare of the total staterooms booked within the group regardless of stateroom category</p>
<p>Maximum TCs</p>	<p>Unlimited – limits determined by group size (categories)</p>

Lost Cabin Protection Policy	Rates and inventory will be protected when the rate or inventory is lost via a Cruise Line error. 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; price program and all inventory must be available at the time of the conversion; conversions are permitted up to closing of the sailing; commissions will not be protected at the same rate. Excluding RSALE, CSALE, Promo Deals.
Document Reissue Fees	None
Singles	Singles pay 200% of the full fare; count as two guests for TC credits.
Air Program	non applicable
Dining	Dining requests will be accepted starting at the time of the initial booking. Royal Caribbean International will attempt to honor the request. Dining assignments will be made based on availability at the time of group finalization. Flexible (My Time Dining) options are available for groups and are the best fit for those guests who do not require seat together dining.
Bookings	Group bookings must be made through the TP
Student Groups	Same as IR contract Same as Partner Agreement – see RCL’s Guidelines for Student/Underage/Minors (SUM) & Quinceanera Groups and RCL’s Advertising & Marketing Policy.
GAP Points	Royal Caribbean International has established the Groups Amenities Plus program to allow you to customize your group. Selections for the use of GAP points may only be requested for groups above the minimum group size of eight (8) staterooms and must be made before final payment is due.
GAP Applicability	Only available for deposit groups
GAP Assignment	Gap points must be assigned by final payment date
FIT to Group Transfers	Impact on Size Limits — Transfers from an individual (FIT) into an existing group must not cause the group to exceed the stateroom maximum. Minimum Requirements for Transfer — When an FIT booking is transferred into a group, the booking will require full legal names and full deposits (as specified above), and an equivalent amount of unsold group inventory must be released from the group. The deposit, final payment and cancellation policies applicable to a Transferred FIT Booking shall be the same as the group into which it is transferred. Pricing for Transferred FIT Booking — The transferred FIT booking(s) will not receive group rates but will remain at the FIT rate that prevailed when the booking was created; however, the transferred booking might receive GAP (group amenities plus) program benefits applied to the group as a whole. Bookings transferred in from individual reservations will not count toward any group retention calculations, but are allowed even when the group size is below the minimum of eight (8) staterooms. Next Cruise Bookings are eligible to be moved into the group environment with full deposits but group rates will not apply. North America Guarantee Bookings: As of January 2, 2019 -named bookings on BK status will be able to be moved into a group, even if they have not been berthed into a stateroom. Transfers may not be made if commission has been paid, or documents issued, or the booking is within the penalty period.

Group to FIT Transfers	Not Permitted
Contracted Group Size	Royal Caribbean International: Groups from 50 or more staterooms Cruise Tour: 17 or more staterooms
Contracted MICE Group Size	Royal Caribbean International: Groups up to 100 and Groups in excess of 100 staterooms. Cruise Tour: 17 or more staterooms
Contracted Groups Terms & Conditions	Contract Terms & Conditions will apply and vary by product. (Refer to contract details)
Incentive Groups	Any incentive group will require all staterooms to be allocated. Full deposit is required. For remaining Terms & Conditions, refer to group policy for group size up to 100 staterooms (non-contracted groups), as listed above.
Payment Policy - Incentive Groups up to 100 Cabins Payments Policy	<p>Any incentive group will require all staterooms to be allocated. Initial deposit \$ 50.00 per person due within 30 days of confirmed group booking; Second payment due 120 days prior to sailing date as follows: 1 - 5 Night cruises \$50.00 per person 6 - 8 nights cruises \$200.00 per person 8+ nights \$400.00 per person</p> <p>Final balance payment due no later than 70 days prior to sailing.</p> <p>For remaining Terms & Conditions, refer to group policy for group size up to 50 staterooms (non-contracted groups), as listed above.</p>
Cancellation Policy -Incentive Groups up to 100 Cabins	<p>Cancellation Policy: Cruise Length Days Prior to Sailing Cancellation Fee 1- 5 Nights 59 - 30 days prior Deposit amount 29 - 8 days prior 50% of total price 7 days or less No refund</p> <p>6 - 7 Nights 69 - 30 days prior Deposit amount 29 - 08 days prior 50% of total price 7 days or less No refund</p> <p>8 nights or longer 69 - 30 days prior Deposit amount 29 - 15 days prior 50% of total price 14 days or less No refund</p> <p>Christmas & New Year Sailing 89-30 days prior Deposit amount 29-8 days prior 50% of total price 7 days or less No refund</p> <p>For remaining Terms & Conditions, refer to group policy for group size up to 50 staterooms (non-contracted groups), as listed above.</p>

<p>Payment Policy - Incentive Groups in excess of 100 Cabins Payment Policy</p>	<p>Any incentive group will require all staterooms to be allocated. Full deposit is required. Initial deposit \$ 50.00 per person due within 30 days of confirmed group booking; Second payment due 240 days prior to sailing date as follows: 1-5 Night Cruises \$100.00 per person 6+ nights Cruises \$150.00 per person Third Payment due 90 days prior to sailing date as follows: 1-5 Night Cruises \$400.00 per person 6+ nights Cruises \$200.00 per person Final balance payment due no later than 70 days prior to sailing. For groups in excess of 100 staterooms, special contracted terms also apply. Purchaser shall be required to enter into a formal contract signed by a designated officer of RCL.</p> <p>For groups in excess of 100 staterooms, special contracted terms also apply. Purchaser shall be required to enter into a formal contract signed by a designated officer of RCL.</p>
<p>Cancellation Policy - Incentive Groups in excess of 100 Cabins</p>	<p>Cancellation Period Cancellation Charges Eight months (240 days) prior Space may be canceled to the sailing date without a charge. Between eight months (239 15% of the current space may days) and six months (180 be canceled without a charge. days) prior to the sailing date There is a \$50.00 per person charge for each cancellation in excess of 15%. Between six months (179 days) 10% of the current space may and four months (120 days) be canceled without a charge. prior to the sailing date There is a \$100.00 per person charge for each cancellation in excess of 10%. Between four months (119 10% of the current space may days) and two months (60 be canceled without a charge. days) prior to the sailing date There is a \$200.00 per person charge for each cancellation in excess of 10%. From 59 days to 30 days prior From 59 days to 30 days prior to sailing date to sailing date; 50% charge for each cancellation in excess of 3 staterooms. From 29 days up to sailing date There is a 100% charge for each cancellation (no refund) For groups in excess of 100 staterooms, special contracted terms also apply. Purchaser shall be required to enter into a formal contract signed by a designated officer of RCL</p>
<p>Food & Beverage/Onboard Services Charges</p>	<p>Special Onboard Food & Beverage service requests are subject to availability and fees. Contact your International Partner Advocate for details.</p>