

Best Price Guarantee

Introducing Royal Caribbean Cruises Limited Best Price Guarantee

You will have 48 hours after you book to find a lower price. If you do, you will receive 110% of the difference applied to your booking as an onboard credit. This lowest rate must be a rate publicly advertised by Royal Caribbean Cruises Limited. Program terms and conditions apply.

Submit the claim form below to apply for your onboard credit.

The below Frequently Asked Questions are meant as a guide to help in answering questions that our travel partners may have. Verifying the eligibility of any reservation must be done through the Best Price Guarantee form online.

Frequently Asked Questions

1. What is the Royal Caribbean Cruises Limited Best Price Guarantee Program

When you book with Royal Caribbean Cruises Limited and subsequently find a lower fare advertised by Royal Caribbean Cruises Limited within 48 hours from the time the reservation is made, we will honor that lower eligible fare by applying an onboard credit to the reservation equal to 110% of the price difference. For reservations outside of final payment period, the onboard credit may be replaced, upon request, with a reduction to the outstanding balance or a refund. An eligible, fare must be:

- a) available for the same brand, ship, sailing, category and number of guests as the current booking;
- b) available at the time the request for the lower rate is made; and
- c) a rate that the current booking would be eligible to receive, if any special restrictions apply.

Royal Caribbean Cruises Limited Best Price Guarantee Program will only be available up to 48 hours after the reservation is made. Royal Caribbean Cruises Limited Best Price Guarantee Program will be available for most fare types with the exception of Royal Sales Events and Exciting Deals; Travel Agent, Interline or Industry Reduced Rates; Employee rate programs; and a select number of price programs and promotions; for new bookings only; or as specified in the price program detail. The subsequent lower fare will be subject to the prevailing taxes and fees and/or fuel supplement, if applicable

2. How do I submit a claim to receive the difference?

The claim form must be submitted online.

3. What information do I need to submit the claim?

Our reservation number, sail date, guests name, your email information, the lower price and where the lower price was advertised.

4. Do I need to book the lower rate before filing the claim?

No.

Frequently Asked Questions Continued

5. Which bookings are eligible for the Royal Caribbean Cruises Limited Best Price Guarantee Program?

New individual bookings made as of May 17, 2010.

6. Are any rates excluded from Best Price Guarantee Program?

Yes, Royal Caribbean Sales Event and Celebrity Cruises Exciting Deals are excluded; these rates are applicable to new bookings only.

7. Do targeted rates i.e. Senior, Residency, etc qualify as a published rate?

Yes.

8. When will I receive communication regarding the eligibility of my claim?

Within 48 hours of submission.

9. When will the onboard credit be applied to my booking?

Within 48 hours of submitting an eligible claim.

10. Do I still need to fill out the claim form if I learned of the lower rate by speaking to a Royal Caribbean Cruises Limited employee?

Yes.

Terms and Conditions

The Royal Caribbean Cruises Limited Best Price Guarantee applies to the cruise fare only. The Royal Caribbean Cruises Limited Best Price Guarantee protection will not apply to government fees and taxes and/or any fuel supplement charge. Lower rates must be Royal Caribbean Cruises Limited publicly advertised fares available to the general public. Group rates, membership programs, charters or other Travel Agent promotions not offered by Royal Caribbean Cruises Limited to the general public, including but not limited to travel agent rebates are ineligible. To submit a Royal Caribbean Cruises Limited Best Price Guarantee claim, visit www.cruisingpower.com or www.azamarclubcruises.com or www.celebritycruises.com or www.royalcaribbean.com on-line and complete all the required information. You will be asked to provide the lower rate amount and where the rate can be found. The lower rate must: i) be for the same ship, sail date, stateroom category and number of guests; and ii) be available for booking at the time Royal Caribbean Cruises Limited reviews your submitted Best Price Guarantee claim form. All Best Price Guarantee claim forms must be submitted on-line within 48 hours of booking your cruise and verified by Royal Caribbean Cruises Limited in order to qualify for the onboard credit. The onboard credit is non-refundable, non-transferable and has no cash value. Any unused portion of the onboard credit will be forfeited. The Royal Caribbean Cruises Limited Best Price Guarantee program may be discontinued or changed at any time without notice. This program is applicable to North American bookings only.