

## Cruise Service for Free of Charge

Customer service separates us from competition with online site engines. We do what they can't do - provide memorable hassle free cruise vacation for you and your family.

Service	Fee Schedule
Cruise assessment	Yes. Free of charge
Customer assistance with making purchase decision	Yes. Free of charge.
Price adjustment for the lowest price available	Yes. Free of charge if Royal Caribbean International® drops price before the final payment.
Free upgrade	Yes. Free of charge if Royal Caribbean International® drops price after the final payment.
Cruise cancellation	Free of charge. 100% return deposit before the final payment. After the final payment Royal Caribbean International® cancellation schedule is in effect.
Booking fees	No. All cruise bookings are free of charge.
Customer assistance with documents, including visas and check-in online	Yes. Free of charge.
Change booked rate to the 'Senior rate'	Yes. Free of charge. Senior rate will be applied for existing booking.
Change booked rate to the 'Resident rate'	Yes. Free of charge. Resident rate will be applied for existing booking.
Change guest's name in reservation	Yes. Free of charge up to 2 weeks prior departure.
Crown and Anchor Society saving certificates	Yes. We apply saving certificates for free of charge. We do a research for free of charge to see if you are eligible for saving certificate from Royal Caribbean International®
American Express Platinum amenities	Yes. Free of charge. We do a research for eligibility and apply amenities (free upgrade, \$300 on board credit, bottle of champagne, dinner for 2 in specialty restaurant.)
Transfer booking to us	Yes. Free of charge, before the final payment.
Wedding at seas	Yes. No booking fees.
ChoiceAir®	Yes. We participate in Royal Caribbean International® ChoiceAir® program for the lowest air tickets available.
Cruise protection	Yes. We help you to purchase the best protection for your cruise investment including <u>pre-existing medical conditions and pregnancy</u> .
Transfer to/from pier	Yes. We arrange transfers.
Excursions, shows, and dining planning	Yes. <u>Free of charge</u> .
Customer support during cruise	Yes. <u>Free of charge</u> . You will work with the same person who made your booking.
Customer support after cruise	Yes. <u>Free of charge</u> . Help with insurance claims. You will work with the same person who made your booking.