



ChoiceAirSM Frequently Asked Questions

Availability:

Is ChoiceAir available outside of the United States?

ChoiceAir will be offered in many of our International Markets.

Fares:

What types of airline rates are available on ChoiceAir?

In addition to all of the published rates available through travel agencies and airlines, we will from time to time offer ChoiceAir Specials. Customers will have their choice of virtually any economy, business class, or first class fares.

If cruise is cancelled how will non-refundable air be treated?

All tickets are subject to the airline's rules. Generally on a nonrefundable ticket, the guest may re-use the ticket, subject to any fees imposed by the airline.

What happens if I purchase a ChoiceAir non-refundable airline ticket and now need to change or cancel it?

You will be subject to any penalties or restrictions imposed by the airline. Guests may call the ChoiceAir Support desk and change or cancel the reservation.

What happens if I purchased a ChoiceAir Refundable ticket and now want to change or cancel?

You can call the ChoiceAir Support desk and change or cancel the reservation. The ticket will be subject to any penalties or restrictions imposed by the airline.

What if I can find lower fares elsewhere?

It is possible that certain websites or airlines may offer promotional rates. It is also typical for airline inventories to fluctuate on a moment-by-moment basis making it difficult to comparison shop. While in the vast majority of cases ChoiceAir fares will be the lowest, it is not guaranteed in every instance.

ChoiceAir Service Fee:

Is there a fee for using ChoiceAir?

Yes. This will vary by market. In the US and Canada there is a \$15.00 per person non-refundable service fee for North American destinations and \$25.00 per person non-refundable fee for International destinations.

What happens if a guest with ChoiceAir cancels their cruise?

Guests that cancel their cruise after purchasing ChoiceAir will have their air reservation canceled as well. Their refundable or non-refundable airline ticket will be subject to the rules, conditions and penalties of the airline, based on the specific fare rules.

Flight Interruption and Downline Support:

What protection is provided when I purchase a ChoiceAir ticket?

Guests purchasing airline tickets through ChoiceAir will receive assistance on travel days, should there be a disruption to their scheduled airline service. While we monitor flights, guests should first check with the airline to request re-accommodation, and then call us if the new flights will not enable the guest to meet the ship. We will work with the guest to find a seat on the next available flight, on a regularly scheduled airline, and in the same class of service to the ship. If there are no viable options, we will work with our airline partners to accommodate the guest on a flight to the next available port, where a guest may legally join the ship.

Am I protected when we book through another air booking source?

Royal Caribbean Cruises Ltd. does not provide support for airline reservations made through other sources, regardless of the issue.

Flight Interruption and Downline Support Continued on back

Flight Interruption and Downline Support: (Continued)

If we purchase ChoiceAir and miss the flight, will you refund our Air or Re-accommodate us?

We will not refund airline tickets due to a missed flight. While we will work with our guests and airline partners, any additional costs will be the responsibility of the guest. Tickets are subject to the airlines rules and penalties.

If I cancel the cruise for any reason and do not have Cruise Care, will you refund or exchange the ticket?

We will provide assistance within the guidelines of the rules of the ticket. Guests purchasing through ChoiceAir are subject to the carriers' rules and restrictions.

If I have Cruise Care and cancel my cruise for any reason, is my air covered?

Cruise-Care travel insurance does have provisions for covering trip cancellations and interruptions under specific conditions. Please consult the Cruise Care brochure.

How will I be advised of Airline schedule changes?

Schedule Changes will be handled with an email or telephone call to Travel Partner or Guest.

Can I book my air reservations at another time other than when booking the cruise?

Yes. Guests may book ChoiceAir up to 7 days prior to sailing.

Does the ChoiceAir service fee also apply for Captain's Club members?

Yes, the service fee is the same for all guests.

Airline Seat Assignments:

Do I need a separate seat for my Infant?

Infant fares (under 2yrs old) cannot be booked online. You must contact the ChoiceAir Support desk or the airline directly to add your infant to the booking. Rules vary depending if your infant is traveling as a lap child or requires a seat.

Can I make seat assignments for my flights?

Yes. Seats are subject to the airline's inventory and are not guaranteed, other than any assurance provided by the airline. We recommend you reconfirm your seat assignments by contacting the airline directly within 72 hrs. of your flight departure.

Ground Transfers:

Are Transfers included when we buy ChoiceAir?

Transfers are offered as an option to ChoiceAir guest when applicable for their travel dates.

How do we add transfers?

If you are arriving on embark/debark days, the transfers will automatically populate on the Guest Preference Page. This can be adjusted based on the guest's individual needs.

What if roundtrip transfers are not being displayed on the Guest Preferences page?

Review your flight dates and times to ensure they match embark and debark days. Transfers are only offered for flights that arrive/depart on embarkation and debarkation days.

Functionality:

Where would I find more details on the Ship and sail date?

Select the PLUS (+) next to the ship name and the box expands with return date, length, departure, and arrival port.

How do I add guests from more than one stateroom to ChoiceAir?

Select +Add More Guests and the box will expand with an area to enter the next booking number.

I selected the guests I wanted and clicked on Search & Reserve Flight for Selected Guest(s) but nothing happens?

Check that your age range is determined and try again.

Will I need to check the cruise reservation for the travel dates and/or port city before submitting a booking through ChoiceAir?

The corresponding airport and travel dates including any hotel or tour packages added to the cruise will automatically populate. This information can be adjusted based on the guest's individual needs.

I selected non-stop flights from Search Flights page and received an error message "No Itinerary found". Try again.

If same result, the market may not offer non-stop flights or flight may not be available.

What if I would like First class flights only?

Economy class is the default. This can be changed from the Search Flights page. In the Cabin Class section, change Economy to First or Business class.

A message ERR0046 - E-No Records Available to List appears when I search for flights.

This is an availability error message. If you submit your request again, it should provide flight options.