



## Corporate Meetings, Incentives & Events FAQs

**What are some of the benefits of booking a meeting or incentive program on Royal Caribbean International?**

Strong value proposition! Industry's most innovative cruise line, offering dedicated conference centers as well as a multitude of venues to facilitate your events. A variety of choices for dining, entertainment, shipboard & shore activities are available in addition to a myriad of program customization options. Our dedicated Corporate Sales & Event Planning Team will support you every step of the way to ensure your event is a huge success.

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**What size groups can Royal Caribbean accommodate?**

Whether you have a group of 16 guests or would like to charter a ship for 5,400 + guests, we have the ship and facilities to accommodate your program needs.

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**What is included in my cruise fare?**

Accommodations, most meals, 24-hour room service (service charge applies), shipboard activities, entertainment, state-of-the-art Fitness Center, exciting itineraries and ports of call, meeting space with audio/visual equipment, coffee breaks (set-up fee applies) and of course, impeccable service are all included.

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**What is not included in my cruise fare?**

Shore excursions, soft drinks, bottled water and alcoholic beverages, government taxes and fees gratuities, spa services, specialty restaurants, duty free shopping purchases, photographs, casino gambling and any other personal incidentals. Please note that many of these items can be prepaid.

### **Are there meeting facilities onboard?**

Royal Caribbean ships are built with business in mind. From the Main Theater to ice skating rinks, to a dedicated Conference Center offering a variety of room setups and beyond, Royal Caribbean® ships offer an impressive range of customizable venues to suit any group size and meeting objective, accommodating gatherings as small as 16 and up to 1,400 on larger ships. And every ship is equipped with state-of-the-art technology, plus complimentary A/V services.

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### **Is audio/video equipment available, and is there a fee for usage?**

Based on availability, standard audio/video equipment is available free of charge. Equipment such as LCD projectors, overhead projectors, slide projectors, screens, TVs, DVD player, flipcharts, laser pointers, microphones, podiums and more are standard on all ships.

Tech Fees are applicable if a tech is required to operate equipment during meeting or event.

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### **Is there a fee for meeting and function venues?**

We do not charge for conference rooms and function venues for your private events. In addition, all standard audio-visual equipment is complimentary. Should you want to customize your event with additional amenities (food, beverage, entertainment, etc.) and/or require assistance from technicians, additional fees will apply. Buyout fee only applies to neighborhood buyouts on Oasis & Quantum Class ships.

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### **How can I arrange for a private function?**

We can secure your private function space for events in the contract stage so that all confirmed space is noted in your group contract. Once contract is executed, we will continue to partner with you up until sailing to finalize your onboard programming needs.

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### **How does the cost of a cruise compare to a land-based resort?**

A cruise program can save you significantly when compared to a land-based resort. On a Royal Caribbean cruise, most of your program costs are included in your cruise fare such as: accommodations, meals, entertainment, onboard activities, fitness facilities, meeting space and audio-visual equipment, coffee breaks and more! There is no greater value proposition than a "meeting or incentive program at sea"!

**Are there food and beverage packages available for my meetings, private receptions and events?**

Royal Caribbean offers standard “Coffee Break” set ups for meetings/conferences. A minimal set up fee per person applies.

In addition, we offer an extensive menu of customization options for your event including an array of culinary and beverage packages for purchase for your private receptions, meetings and events.

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**Do you offer amenities and customization options that can be added to my group program?**

Royal Caribbean provides you with a menu of options to customize your program. From private receptions and team building events to turndown gifts and customized group shore excursions, our customization options can make your cruise program everything you had hoped for and more.

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**Can I arrange a private shore excursion for my group?**

Yes, we can plan private VIP and customized group shore excursions. Creating the perfect experience will mean highly satisfied clients and repeat business for you.

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**Will my group dine together?**

During the planning process of the program we can secure a reserved section for your group in our Main Restaurant/Dining Room. Round robin dining is available as long as gratuities are prepaid for the group. Groups have the choice of main or late seating as well as “My Time Dining”. Space is limited and is based on availability.

For a nominal fee, we also offer group reservations in our Specialty Restaurants as well as full restaurant buy-outs.

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**What is your policy on gratuities for meeting and incentive programs?**

Gratuities must be pre-paid for all meeting and incentive programs.

### **Do you offer promotional materials to assist in the promotion of a group event?**

Royal Caribbean can provide you with a variety of marketing materials to assist you in your efforts to promote your program. Depending on inventory, we may offer videos, brochures, postcards and flyers.

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### **While onboard, who do I talk to if I need assistance?**

All our ships have a dedicated Onboard Group Coordinator, so someone will be with you every step of the way, offering their assistance through all stages of your program. This complimentary service is available on all Royal Caribbean International ships.

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### **Is there Internet access onboard?**

There are 2 options to stay connected while onboard.

1. VOOM Wireless Internet Access (Wi-Fi) All you need is a wireless device with wifi capability.
2. Wired (iCafes) Internet stations are available onboard, the location of which vary depending on the ship.

VOOM is available onboard all ships fleetwide. Prices for internet access vary and are subject to change. Log on to the to the network ""royal-Wi-Fi"" using your device, open your browser and follow instructions to log on.

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### **Will my mobile phone work at sea?**

Yes, Royal Caribbean works with cellular networks to provide the ability to connect your device through "cellular at sea". These roaming rates to utilize your device are determined by your cellular provider. Prior to your sailing, it is recommended to contact your cellular provide for more information on these rates and special packages available.

Additionally, another option for staying connected without utilizing your cellular data, is connecting to VOOM, the fastest internet at sea. VOOM allows guests to stay connected via Wi-Fi, with a variety of packages to choose from.

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### **Do I need a passport?**

A valid passport is required for travel. For your protection, we recommend that your passport expiration date be valid for six (6) months from the sailing termination date.

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### **When can I check-in on embarkation day?**

Check-In opens 90 days before your cruise and must be completed no later than 3 days prior to sailing. Completing the Check-In process for all the guests in your reservation will save you from having to fill out forms at the pier.

Royal Caribbean International requires guests to be checked in no later than 60 minutes prior to the scheduled sailing time\*. Guests arriving late will not be permitted to sail. This supports government regulations in some ports that require cruise lines to submit a departure manifest 60 minutes prior to sailing. Guests are requested to complete Check-In no later than 3 days prior to the cruise in order to expedite the pier check-in process.

\*Some sailings may require an earlier check-in time. Please refer to your Guest Vacation Documents for specific information.

Once you have completed the Check-In process, you will receive a SetSail Pass. It indicates that you successfully completed the check-in process for you and those guests listed on your SetSail Pass.

**Early boarding can be arranged in advance for your program's travel staff, VIP's and production crew.**

### **When and how can I disembark?**

Once the ship has received proper clearance from the port, disembarkation can begin. Specific disembarkation details will be delivered to your stateroom the day prior to the last day of the cruise. We recommend flights are not booked until noon.

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### **What kind of security is there onboard?**

Royal Caribbean International's highest priority is to ensure the safety and security of all guests. Royal Caribbean has established strict security procedures in the seaport terminals and onboard all our vessels. These measures include screening all guests and their personal property prior to boarding.

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### **Can I pre-book spa treatments?**

Spa treatments can be pre-booked during the planning process of the program. Space is limited and is based on availability.

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### **Can I purchase airport transfers for cruise-only guests?**

You may purchase one-way or round-trip airport transfers during the planning process of the program. A Royal Caribbean representative will meet you either in baggage claim or outside of customs for international flights. After you have claimed your luggage, we'll escort you to our air-conditioned motor coach for a ride to the pier in comfort.

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### **Can I set up a master account for my program while onboard?**

A master account may be set up during the planning process of the program. Contact our Corporate Event Planning Team for more information.