

## **MEMBER BENEFITS: EVEN MORE REWARDING!**

Cruising with Royal Caribbean International® is truly a rewarding experience, especially when you're a member of our Crown & Anchor® Society. You'll receive benefits not only when onboard, but

also when you're planning your cruise. And - as your points grow, so do your benefits and status. Click on the ribbon to the right to view tier specific benefits.



GOLD

PLUS CLUB

Onboard Benefits	3	30	55	80	175	700
Exclusive Onboard Booking Bonus <u>1</u>	ŧ	Ŧ	Ŧ	₩	€	#
Ultimate Value Booklet with great onboard offers	ŧ		<b>™</b>	<b>H</b>	₩	#
Exclusive invitation to Welcome Back Party2	#	€	#	€	€	#
SeaPass Card recognition	₩	₩	#	Æ	₩	#
Meet the Stars!	#	#	#	Æ	#	#
Priority check-in <u>3</u>	<b>H</b>	#	#	Æ	#	₩
Private departure lounge with continental breakfast	#	#	#	ŧ	#	#
Exclusive Trivia	#	#	#	#	#	#
Exclusive Top Tier Event		₩	#	₩	₩	#

Robes for use onboard <u>3</u>	#	#	#	#	#
Signature lapel pin	#	#	#	#	#
Welcome Gift/Amenity including choice of beverage <u>5</u>		#	#	#	#
Milestone recognition4			#	#	#
Chef's Choice Gift/ Amenity			#	#	#
Priority wait list for Shore Excursions/ VitalitysM Day Spa services			Æ	#	Æ
Diamond Lounge (on select ships) <u>7</u>			#	#	#
Priority departure			#	#	#
Exclusive Nightly Diamond Event <u>6</u>			#	#	#
Daily breakfast with specialty coffee <u>7</u>	C		#	#	#
Entertainment Tour8		° /	₩.	#	#
Behind the Scenes Tours <u>8</u>				#	#
Personalized Gift/ Amenity <u>9</u>				#	#
Concierge Lounge Access <u>15</u>				#	#
Priority seating at theater, ice show and AquaTheater events <u>10</u>				#	#
Meal with an Officer for members with 340 or more cruise points <u>2</u>				₩	#

Upgraded bathroom amenities for members with 340 or more cruise points					#	#
Bonus Gift for members with 350 or more cruise points <u>9</u>					#	#
Bonus Gift for members with 525 or more cruise points <u>9</u>					#	#
Personalized lapel pin for Pinnacle Club						#
Pinnacle Club Gold Card with exclusive privileges						#
Cruise Planning Benefits	S					
Quarterly Saving Certificates online <u>11</u>	Æ	Æ	#	Æ	#	#
Priority notice on special offers, new ships and itineraries <u>13</u>	#		ŧ	ŧ	#	#
Set your upgrade preferences online	#	#	<b>°₩</b> />	<b>.</b>	#	#
Discounts on Balcony and Suite staterooms <u>12</u>		#	#	ŧ	#	#
Matching Celebrity Cruises® Captain's Club & Azamara Club Cruises® Le Club Voyage tier status <u>18</u>		₩	#	₩	#	#
ChoiceAirsм Plus fee waived (ChoiceAirsм not included) <u>9</u>		€	¥	Ŧ	#	#
Priority waitlist seating request in the main dining room <u>9</u>				ŧ	#	#

Choice of additional gifts ordered pre-cruise on					₩	#
www.RoyalCaribbean.c om						
Preferred location and table size seating request in the main dining room <u>9</u>					ŧ	#
Exclusive access to Diamond Plus & Pinnacle Club call center staff members <u>9</u>					Ŧ	₩
Single supplement cruise fare reduced to 150% from 200% for members that have 340 or more cruise points <u>16</u>					Æ	Æ
Royal Caribbean Logo Identification Luggage Tags					#	#
Complimentary 7-night cruise in a Balcony stateroom for 700 and 1050 cruise points <u>17</u>		C	, ര	3		#
Complimentary 7-night cruise in a Junior Suite stateroom for 1400 cruise points and 350 cruise points thereafter <u>17</u>						#
Additional Benefits						
Priority Access on stateroom upgrades (if available) <u>19</u>					Ŧ	#
Reduced Rate Upgrades (when available) <u>19</u>	#	₩	#	#	₩	#

DOUBLE Cruise Points for purchasing suite accommodations <u>14</u>	#	₩	#	Æ	#	#
Exclusive Email Offers including access to our weekly Crown & Anchor® Preview Sale	#	Æ	<b>₩</b>	Æ	#	Æ
Member Cruises	#	*	#	ŧ	#	#
Crown & Anchor Society Desk for membership inquiries (800) 526-9723 <u>9</u>	#	₩	#	₩	#	#
Member Newsletter: Crown & Anchor Society Exclusive	#	ŧ	#	Æ	#	#
Member-only secured section on our website	#	₩	€	Æ	#	#
Youth Program Benefits						
Activity and Ultimate Value Booklet with special onboard savings	#	C C	<b>*</b>	ŧ	#	#
Commemorative gift	#	#	#	<b></b>	#	#
Same member status as the parent after your child's first completed cruise	¥	#	#	₩	#	

## **General Terms & Conditions**

Royal Caribbean Cruises Ltd. has the right to terminate the Crown & Anchor Society® Program ("the Program") or to change the Terms and Conditions of participation and benefits, in whole or in part; at any time without notice. Membership may be terminated at our sole discretion for anyone appearing to be utilizing the Program in a manner inconsistent with its terms, conditions, or intent. To qualify as a Crown & Anchor Society member, you must have taken at least one eligible Royal Caribbean cruise. Program level accrual is based on the number of eligible cruise points earned per individual. Cruise Points will be accrued at the end of each completed sailing. Guests are eligible for Gold membership in the Crown & Anchor Society after one completed cruise. After 30 completed cruise points, they are eligible to become Platinum members. After 55 completed cruise points they are eligible to become Diamond Members. After 175 completed cruise points they are eligible to become Diamond Members. And those who have 700 or more

completed cruise points are eligible to become Pinnacle Club members.

Cruise points are given for eligible cruises per stateroom category paid. Complimentary, promotional and/or reduced rate upgrades will not receive additional Cruise Points if final berth category is in a suite when moved from a lower stateroom category. Cruise Points are awarded to the quest who's name is entered into the reservation at the time of booking and completes the sailing. Eligible cruises exclude all reduced cruise fares (e.g., employee/employee family rates, vendor rates, etc.), affinity groups and other cruises as designated by Royal Caribbean at its sole discretion. All questions or disputes regarding the eligibility for the Program or provision of benefits will be resolved by Royal Caribbean at its sole discretion. Not all services can be provided on all Royal Caribbean ships. We shall not be liable for refunds or for damages resulting from failure to deliver such services. All Program discount coupons are subject to the Terms and Conditions stated herein and on the discount or promotional coupons. Cruise Point Promotions are not combinable. If a sailing gualifies for two or more Cruise Point promotions then additional points will be awarded by evaluating the promotions and giving the guest the best available offer. Each Program member shall be responsible for advising the Crown & Anchor Society of address changes, and we shall have no liability for misdirected mail, or any consequences thereof. Other terms and conditions apply. Program void where prohibited by law.

A Crown & Anchor Society member can be added into a relationship with other family members in the same household and receive equivalent tier status; however Cruise Points will remain according to actual cruises taken and calculated using the Program level accrual system described above. Pinnacle Club member tier status will not be awarded to dependents if earned by their parent and/or guardian. Pinnacle Club member tier status can only be earned by an individual, spouse or significant other by one of them accumulating 700 Cruise Points or more in the CAS program.

For all tiers except Pinnacle Club, a relationship is defined as a spouse or significant other and children less than 18 years old. For Pinnacle Club a relationship is considered a spouse and/or significant other. Children will be taken out of a relationship with a parent or guardian upon their 18th birthday date. If it is found that a dependent or child is not immediately removed from a relationship upon their 18th birthday and accumulates a higher tier status outside of this time period, the dependents record will be adjust back to the appropriate tier status.

<sup>1</sup> Any guest can take advantage of the Onboard Booking Bonus offer by enrolling in Crown & Anchor® Society and/or presenting a valid Crown & Anchor Society number to our onboard Loyalty & Cruise Sales staff to place in your future cruise reservation. Enroll in the Crown & Anchor Society program by filling out an electronic form by going to the onboard iCafe, calling your local Loyalty or International Representative, going to <u>www.RoyalCaribbean.com/CrownandAnchor</u>, or picking up a form and dropping it off at the Guest Relations desk or your Loyalty & Cruise Sales consultant onboard.

The Onboard Booking Bonus benefit is an onboard credit ("OBC") added to your new individual reservations made while sailing on a Royal Caribbean ship and is based on the length of cruise purchased. You can use in conjunction with the Crown & Anchor Society Savings Certificates for Gold members and with the Crown & Anchor Society Savings Certificates OR Special Balcony and Suite Stateroom discounts for Platinum, Emerald, Diamond, Diamond Plus and Pinnacle. This offer cannot be combined with another onboard credit on the same reservation. The OBC is in US dollars, has no cash value and will expire if not used by 10:00 pm on the last evening of the cruise. The OBC may be transferred if Decide Later Open Booking is transferred to another guest. Certain restrictions apply. Offer must be submitted with the applicable offer code in the reservation by the Loyalty & Cruise Sales Manager or Associate at time of booking to be valid. Offer is subject to availability, may be withdrawn without notice.

<sup>2</sup> Member only Welcome Back Party and Dinner with an Officer available only on cruise vacations of 7 nights or longer.

<sup>3</sup> Subject to availability.

<sup>4</sup> A commemorative gift will be delivered to you during the sailing on which you attain your 140, 210, 280 and 350 cruise points and on every 70 cruise points thereafter.

<sup>5</sup> Emerald, Diamond, Diamond Plus and Pinnacle Club members will receive a pre-selected welcome gift basket on day one of their sailing. The pre-selected gift basket will consist of one sweet, one salty and one fruit snack which will be placed in the guest's stateroom. The guest will also be able to go online to <u>www.RoyalCaribbean.com/UpgradePreferences</u> or call one of our Loyalty Representatives (<u>www.RoyalCaribbean.com/ContactLoyalty</u>) in their local offices to pre-select from a list of beverages to be included with their Welcome Basket. One beverage can be selected per guest 18 years of age or older. Preferences must be entered or updated for your upcoming cruise vacation up to 5 days before a US based sailing and 7 days for an internationally based sailing. The beverage selection list for Emerald and Diamond members will include water, juice and soda items. In addition to the previous list Diamond Plus and Pinnacle Club members will be able to select certain beers, a house red wine, house white wine or house sparkling wine. If a guest has not selected an item then bottled water will be sent to the stateroom. House alcoholic brands may be substituted or changed upon available inventory.

<sup>6</sup> The Exclusive Nightly Diamond Event is a benefit for only Diamond, Diamond Plus and Pinnacle Club member and cannot be extended to include friends and family due to limited space. The event will take place approximately between the hours of 5:00 pm – 8:00 pm in a dedicated lounge and will feature complimentary wine, champagne (sparkling wine), fountain drinks, and a 'happy hour' discount of 25% off beer and drinks with liquor. Drinks will need to be consumed within the venue during the hours of the event and cannot be removed from the venue. On ships where a Diamond Lounge is available there will be no Nightly Special Diamond Event or complimentary Specialty coffees available in the dining room.

<sup>7</sup> Diamond Lounge is an exclusive benefit for only Diamond, Diamond Plus and Pinnacle Club members and cannot be extended to include friends and family. Complimentary specialty coffees are only available in the dining room on days when breakfast is being served. On ships where a Diamond Lounge is available there will be no Nightly Special Diamond Event or complimentary Specialty coffees available in the dining room. Open to guests 18 years of age and older.

<sup>8</sup> Diamond and above members are eligible for Entertainment tour only. Behind the Scenes Tours including the Galley, Bridge, and enhanced Entertainment Tour with VIP Theatre Experience available only on cruise vacations of 5 nights or longer to Diamond Plus and Pinnacle Club members. Behind-thescenes entertainment tour does not include galley or bridge tours for Diamond members. Royal Caribbean International reserves the right to cancel these tours (ie. Due to security concerns).

<sup>9</sup> In order to take advantage of pre-cruise benefits such as complimentary custom air fee (ChoiceAir Plus<sup>SM</sup> fee waived with this gift selection for Platinum level and above), special rates on balcony and suite staterooms, and priority wait list for dining room seating, you must call (888) 437-1953 7 days prior to your cruise.

Bonus gift of your choice will be chosen from a pre-selected list for each stateroom. No bonus gift will be delivered on sailings less than 3-Nights. Only one bonus gift will be delivered on sailings between 3- and 6- Nights. All orders need to be placed up to 5 days before a US based sailing and 7 days for an internationally based sailing. If no selections are made before the time prescribed above, then no order will be placed. Orders and/or substitutions cannot be placed on or after boarding day. All Diamond Plus members can go into the secure Crown & Anchor section of the website and select your preferences and keep them up to date; or, Diamond Plus members and their travel agents can contact a Loyalty Specialist within 14 days of their departure to select an amenity and arrange timing for delivery to either their stateroom or dining room by calling (800) 526-9723 and pressing 9 at any time during the greeting message. Hours of operation: Monday through Friday 8 a.m. - 11 p.m.; Saturday and Sunday, 9 a.m. - 8 p.m. (ET).

Complimentary ChoiceAir Plus fee will only be waived once per reservation. The non-refundable \$15.00 for travel in US/Canada and \$25.00 for International travel for a ChoiceAir booking is not refundable. Fees for guests outside of North America are determined by the local Royal Caribbean Cruise Line office. For any additional changes made after the initial request, the normal custom air fee will be applied.

Royal Caribbean's ChoiceAir Support Desk can handle your special requests from 8am - 8:00pm by contacting (800) 533-7803 or visit <u>www.RoyalCaribbean.com/ChoiceAir</u>. For an entire description of the program or to answer questions go to the above website and click on About ChoiceAir. The waived fee is only available to Platinum, Emerald, Diamond, Diamond Plus and Pinnacle Club Crown & Anchor members only. A valid Crown & Anchor Membership Number must be presented to the reservations agent when making your arrangements.

<sup>10</sup> On select ships only. Priority Seating at Theater, ice show & AquaTheater events will be held up to ten minutes before show time. To reserve show times before you board go to <u>RoyalCaribbean.com/</u><u>PreCruisePlanner</u>.

<sup>11</sup> Crown & Anchor Society Saving Certificate coupons is a dollar off discount applicable to specific ship and sail dates. Coupons are published quarterly and have to be used within the quarter to be applicable. Savings are in US dollars, are not redeemable for cash and non transferable. When reserving, the applicable offer code and a valid Crown & Anchor Society membership number must be included in the reservation. Offer may be withdrawn at any time. Discount offer will not be replaced if certificates is lost, stolen or otherwise destroyed. The offer cannot be used with certain restricted fares. The certificate cannot be combined with another certificate on the same reservation. Savings Certificates cannot be combined with MyCruise<sup>SM</sup> Rewards, Upgrades, Companion Fare and Free Cruise Fare. Applies to all categories, unless otherwise noted. Offer is not combinable with any other promotion or offer unless expressly stated therein. Royal Caribbean International will deduct the application be offer value from final payment upon review. Discount applies on a per stateroom basis; double occupancy. Singles paying 200% are entitled to full face value. Prices vary by ship and sail dates; space is subject to availability at the time of making your reservation. Certificate must be submitted to Royal Caribbean PRIOR TO FINAL PAYMENT or before coupon expires, whichever comes first. Please reference the coupon code when reserving your cruise vacation.

<sup>12</sup> Special Rates on Balcony and Suite Staterooms is a dollar off discount to applicable balcony and suite categories only available to Platinum, Emerald, Diamond, Diamond Plus, and Pinnacle Crown & Anchor Society members. Savings are not redeemable for cash and non transferable. When reserving the applicable offer code and a valid Crown & Anchor Society membership number must be included in the reservation. Platinum, Emerald, Diamond, Diamond Plus, and Pinnacle Crown & Anchor Society member will receive an increased discount for making a reservation for a sail date outside of 6 (six) months. This offer can only be combined with the Onboard Booking Bonus while making a reservation onboard a Royal Caribbean ship. This offer cannot be used with certain restricted fares and is not combinable with any other promotion or offer, including, but not limited to Shareholder Benefits, dollars off and onboard credit offers, MyCruise<sup>SM</sup> Upgrades, Companion Fare and Free Cruise promotions and benefits. Offer can be used in conjunction with crown & Anchor exclusive Onboard Booking Bonus. Royal Caribbean International will deduct the applicable offer value from final payment upon review. Discount applies on a per stateroom basis; double occupancy. Singles paying 200% are entitled to full face value. Prices vary by ship and sail dates; space is subject to availability at the time of making your reservation. Please call or have your travel agent call our exclusive precruise number at (888) 437-1953 to answer additional questions or to make arrangements.

<sup>13</sup> To have access to Special Offers, you must have a valid opt in email address on file with Crown & Anchor Society to receive promotions through email. To have access to the Royal Caribbean Sales Event Offers you must log-in to the member-only section of our website. A new set of Sales Event offers from Royal Caribbean Cruise Lines is published each Thursday evening. Unless otherwise noted, they can only be booked on Monday following the Thursday they are posted. They are not available after that time and are subject to change by the cruise line at any time.

<sup>14</sup> One Cruise Point for each completed night of sailing and an extra Cruise Point per night when you purchase and sail in suite accommodations (categories RL, RS, PS, SL, TS, A1, A2, A3, CL, OS, FS, GS, JS). Cruisetours are included as an additional night per each day on the cruise tour. Points will be

awarded by rate paid not rate berthed, for example, in the instance of an upgrade from an outside to a suite category.

<sup>15</sup> The Concierge Lounge is designated as a smoke-free area. We respectfully request that guests observe a Smart Casual dress code when visiting the Lounge (no swim or pool attire is allowed, footwear is required at all times). Guests 21 years and younger must be accompanied by a parent or guardian at all times. Guests and friends of Suite guests/Diamond Plus members are not allowed into the Concierge lounge due to limited space.

<sup>16</sup> Single members must have 340 Cruise Points earned in order to receive the single cruise fare at 150%. This offer is based on availability with certain restrictions. Holiday sailings (Christmas and New Year) and the months of July and August are not included in this offer.

<sup>17</sup> The complimentary cruise is based on double occupancy and applicable to the cruise on which the 700, 1050, 1400, 1750, 2100 (extending every 350 Cruise Points) cruise points are earned or the next cruise after reaching your milestone or the offer will be considered forfeited. Cruise does not include taxes, fees, air transportation and/or transfers to the port of embarkation or disembarkation; or items of a personal nature (including, but not limited to, shore excursions, gratuities, some meals and beverages, photographs, service fees, and medical service). Complimentary cruise includes cruise ship accommodations, ocean transportation, most meals, some beverages, and most entertainment aboard the vessel. Offer is subject to availability and valid for up to a 7-night Caribbean sailing and may vary and up to balcony staterooms for cruise vacations taken at 700 and 1050 Cruise Points and junior suites at 1400 Cruise Points and above. Specific cruise and cruise dates to be determined by Royal Caribbean in its sole discretion. Complimentary cruises are nonassignable and nontrasferable and may not be given, bartered, sold, or exchanged for cash. Cruise may not be upgraded, and no substitution by the Crown & Anchor Society member will be allowed. Complimentary cruises provided are subject to the terms and conditions in Royal Caribbean International's guest ticket cruise contract. Offer can be withdrawn at any time and cannot be combined with any other offer. Travel agent commission will not apply. Gratuities will be charged at the time of reservations. Offer does not apply to Oasis Class, Quantum Class and holiday sailing's.

<sup>18</sup> Equivalent Recognition is a program that offers Crown and Anchor, Captain's Club, and Le Club Voyage loyalty members the opportunity to receive recognition and similar benefits when they sail with one of the three brands - both pre-cruise and onboard with matching tier status; however Cruise Points will remain according to actual cruises taken and calculated using the Program level accrual system for Crown & Anchor Society. Members of one program must enroll in the sister program in order to receive equivalent recognition benefits.

Credits earned on one brand are not combinable with credits earned from another brand. The benefits of the Captain's Club, Crown & Anchor Society and Le Club Voyage will stay independent and not be combined.

Royal Caribbean Crown & Anchor Society® Platinum and Emerald levels will be equivalent to Select in Celebrity Cruise's Captain's Club and Explorer in Azamara Club Cruises' Le Club Voyage. Royal Caribbean Crown & Anchor Society® Diamond, Diamond Plus and Pinnacle Club levels will be equivalent to Elite in Celebrity Cruise's Captain's Club and Azamara Club Cruises' Discoverer in Le Club Voyage.

Gold and Pinnacle Club membership status in Crown & Anchor Society are not part of this benefit. Pinnacle Club membership tier level can only be obtained through earning the appropriate number of Cruise Points on Royal Caribbean ships.

<sup>19</sup> We may, in our sole discretion, offer complimentary upgrades to Diamond Plus and Pinnacle members if stateroom upgrades are available. Please provide the upgrade preference information requested below, which will be considered if a stateroom upgrade is offered to you. Neither upgrades nor upgrade preferences are guaranteed.

## Crown & Anchor Stateroom Upgrade Policy:

Our ships regularly sail at full capacity. Therefore, opportunities to upgrade are offered on a limited basis. If available, upgrades may be offered at the sole discretion of Royal Caribbean to Diamond Plus and Pinnacle Club. To determine which members may be extended an upgrade, we will consider the member's Cruise Points and tier level, stateroom category paid and booking date. To be considered for an upgrade, please:

**1.** In your booking, confirm that your Crown & Anchor® Society loyalty number is included and that your name, email address and telephone number are correct, and

2. Visit <u>www.RoyalCaribbean.com/CrownandAnchor</u> and provide the requested upgrade preference information. You can also contact a Loyalty Representative (<u>www.RoyalCaribbean.com/</u><u>ContactLoyalty</u>) in one of our local offices.

We will contact the member at the email address provided in the upgrade preferences to communicate an upgrade offer.

In the rare event that an extenuating circumstance arises after a Member is upgraded, Royal Caribbean reserves the right to withdraw the upgrade to accommodate another guest's cruise vacation.

