

Royal Caribbean Group adopts “Cruise With Confidence” policy, allowing cancellations up to 48 hours before sailing

MIAMI, March. 6, 2020 /PRNewswire/ -- With COVID-19 adding uncertainty to travel plans around the world, Royal Caribbean Group said it will give guests greater control over their vacation decisions, allowing guests to cancel cruises as late as two days before departure.

The “Cruise With Confidence” policy allows guests on Royal Caribbean International, Celebrity Cruises, Azamara and Silversea to cancel up to 48 hours before a sailing. Guests will receive a full credit for their fare, usable on any future sailing of the guest’s choice in 2020 or 2021. The policy applies to both new and existing cruise bookings.

“Our previous policy set earlier deadlines for guests to cancel their cruises, and that added unnecessary stress,” said Richard Fain, the company’s chairman and CEO. “Trying to guess a month or more in advance where areas of concern about coronavirus might be is challenging for medical experts, much less a family preparing for vacation.

“When circumstances are as fast-changing as they have been recently, it’s good to know you have the option to take a rain check,” Fain said. “We think putting more control in our guests’ hands helps them make informed decisions about whether to keep their existing vacation plans or trade out for a more convenient time or itinerary.”

In addition to easing concerns for booked guests, Fain said the policy would also give consumers more confidence in making new bookings, knowing that they could later adjust their plans without penalty.

The policy applies to all cruises with a sailing date on or before July 31, 2020, and will be offered by the company’s global brands: Royal Caribbean International, Celebrity Cruises, Azamara and Silversea. Full details of the “Cruise with Confidence” policy can be found at the respective brand websites.

Royal Caribbean Cruises Ltd. (NYSE: RCL) is a global cruise vacation company that controls and operates four global brands: Royal Caribbean International, Celebrity Cruises, Azamara and Silversea Cruises. We are also a 50% joint venture owner of the German brand TUI Cruises and a 49% shareholder in the Spanish brand Pullmantur Cruceros. Together these brands operate a combined total of 61 ships with an additional 17 on order as of December 31, 2019. They operate diverse itineraries around the world that call on all seven continents. Additional information can be found on www.royalcaribbean.com, www.celebritycruises.com, www.azamara.com, www.silversea.com, www.tuicruises.com, www.pullmantur.es, or www.rclinvestor.com.

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