

Royal Suite

C L A S S



FAQ

Suite Class Features

What stateroom categories are included in the Royal Suite Class program?

- a. The Royal Suite Class is broken out into three tiers.
 - i. Star Class including the following room categories: Royal Loft Suite, Owner's Loft, Royal Suite, Grand Loft, Sky Loft Suite and the 2 Bedroom Aqua Theater Suite, 4 Bedroom Family Suite (HM only)
 - ii. Sky Class including the following room categories: Aqua Theater Suite, Crown Loft Suite, Owner's Suite, Family Suite, Superior Grand Suite, Grand Suite
 - iii. Sea Class including the following room categories: Junior suite, Spa Junior Suite and Family Connected Junior Suite

**Staterooms vary by Ship Class

Will the Royal Suite Class be available on all ships?

- a. The Royal Suite Class will be available on all Oasis Class ships (*Oasis*, *Allure* and *Harmony of the Seas*), *Anthem* and *Ovation of the Seas*.

Can a guest upgrade to the Royal Suite Class program on any ship?

- a. Unfortunately, not at this time. The Royal Suite Class is a program offered only on *Oasis*, *Allure*, *Harmony*, *Anthem* and *Ovation of the Seas*.

What are the exclusive communications a guest receives when booking the Royal Suite Class Program?

- a. For all guests booked on a Star Class Suite, they will receive a welcome email 8 days after booking, a survey to help our Royal Genie enhance the guests experience 60 days prior to sailing and a final reminder 7 days prior to sailing.
- b. For all guests booked on Sky and Sea Class, they will receive a welcome email 8 days after booking and a final reminder 7 days prior to sailing.

Are gratuities included for all Royal Suite Class program guests?

- a. No. Gratuities are only included for Star Class guests.

Class Amenities

Star Class

Royal Genie
Complimentary Access to Specialty Restaurants
Coastal Kitchen Access
Ultimate Beverage Package
Unlimited Voom,
The Fastest Internet At Sea
Duxiana Mattress
Frette Linens
Exclusive Concierge Service
Suite Lounge
Daily Gratuities
Exclusive Signature Activities
Exclusive Suites Beach Access
Handcrafted Cocktails
Nespresso Coffee Maker
L'Occitane Bathroom Amenities
1 Complimentary Fitness Class
1-Day Thermal Room Access
In-Suite Dining
Bottled Water
In-Suite Movies

Sky Class

Coastal Kitchen Access
Voom, The Fastest Internet At Sea
Exclusive Concierge Service
Suite Lounge
Exclusive Signature Activities
Exclusive Suites Beach Access
1-Day Thermal Room Access
L'Occitane Bathroom Amenities
Luxury Pillowtop Mattress
Bottled Water

Sea Class

Dinner Access to Coastal Kitchen
Luxury Pillowtop Mattress
L'Occitane Bathroom Amenities

Royal Genie

Which suites get the Royal Genie experience?

- a. All suites within our Star Class tier receive the Royal Genie experience.
 - i. Star Class suites including the following room categories: Royal Loft Suite, Owner's Loft, Royal Suite, Grand Loft, Sky Loft Suite and the 2 Bedroom Aqua Theater Suite.

Will there still be availability since my Royal Genie is reserving onboard for dining, shore excursions, etc.?

- a. Absolutely. As a Royal Suite Class guest, we will work to make sure all of your needs and plans are accommodated.

Can you pay to get the Royal Genie experience?

- a. No, this is not a service you can pay for. It is an amenity included in all Star Class Suites.

How can a guest reach their Royal Genie?

- a. The Royal Genie can be reached 24/7 and will advise the best way for guests to stay in touch.

Can the Royal Genie accompany a guest on their planned shore excursions?

- a. The Royal Genie will make all reservations for the guest. While guests are enjoying their time in port, they will be prepping for the guest's arrival.

Dining

Can a guest make Speciality Dining reservations in advance?

- a. Guests can make their reservations prior to sailing.
- b. For Star Class guests, we will work to make all arrangements onboard and eliminate any worry for their upcoming holiday.

Can a guest invite their friends to Speciality Dining under their reservation?

- a. Complimentary speciality dining is only available for the guests within the suite. Guests are encouraged to dine with family, friends or whomever they'd like but please know that guests not sailing in the suite will need to pay the cover charge.

Can you clarify the breakdown of speciality restaurants and Coastal Kitchen?

- a. Star Class Guests receive complimentary speciality dining throughout their entire cruise as well as access to the exclusive suite restaurant, Coastal Kitchen for breakfast, lunch and dinner.
- b. Sky Class Guests receive access to the exclusive suite restaurant, Coastal Kitchen for breakfast, lunch and dinner.
- c. Sea Class Guests receive access to the exclusive suite restaurant, Coastal Kitchen for dinner only.

Can a guest host a dinner party in their suite?

- a. Guests are more than welcome to plan any sort of event in their suite with their loved ones and friends. The Royal Genie and Concierge can help arrange such experiences onboard but additional charges may be incurred, depending on the request.

Drinks & Alcohol

How many guests receive the Beverage package?

- a. All guests booked in the Star Class Suite will receive the Unlimited Beverage Package.

Do all four guests on a Star Class booking receive the Ultimate Beverage package?

- a. Yes, all guests within that suite receive the Ultimate Beverage package.

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In the case where two of the guests are under 18, would they receive a Soda package instead?

- a. Yes, guests 18 and under would receive the soda package.

Can hand crafted cocktails be made without alcohol?

- a. Absolutely. The Royal Genie is prepared to make anything the guest wants.

Reservations

At what point can a guest begin making all of their reservations (dining, shore excursions, etc.) prior to their trip?

- a. Guests will be able to reserve dining, shore excursions and other activities 90 days prior to their sail date.
- b. For all Star Class guests, the Royal Genie will take care of any reservations onboard the ship.

Who will be contacting the guest pre-cruise to finalize all of their reservations?

- a. Every guest is encouraged to pre-book their activities as soon as they have been booked. For all Star Class guests, the Royal Genie will take care of any reservations onboard the ship.

Shore Excursions

Are there customized VIP Shore Excursions available onboard the ships?

- a. Yes, through our Private Journeys collection, guests are able to customise their holiday experience by filling in a form using the following link: www.royalcaribbean.com/privatejourneys prior to their sailing.
- b. For Star Class guests, the Royal Genie will be sure to coordinate with our Destination Insiders onboard to maximize the best experiences possible.

China

Will the Royal Suite Class be offered in China?

- a. No, the Royal Suite Class will not be onboard ships in China.

Is Ovation still going to China and will Royal Suite Class be included?

Yes, Ovation is still going to China. But, the Royal Suite Class program will not be live while in China. China will have their own localized suite program. The Royal Suite Class program will be present while in South Hampton and again while in Australia.

Other

How many devices does the complimentary Internet cover within one suite?

- a. Each guest booked in Star or Sky Class suites will receive complimentary VOOM on one individual device of their choice.

What access to the Thermal Spa do guests receive?

- a. Star and Sky Class guests get a 1-day complimentary pass to the thermal room. Should they want to use the Thermal Spa on other days, they would need to pay for the services.