



# DAILY GRATUITY GUIDELINES

As of December 9, 2010, Royal Caribbean International is adjusting the suggested daily gratuities for dining and housekeeping staff. This is Royal Caribbean's first gratuity adjustment in 13 years. The new guidelines apply to new reservations made for sailings on or after July 1, 2011.

The new suggested daily total for dining and housekeeping staff will be \$11.65 per stateroom guest, and \$13.90 per suite guest. These totals are allotted as follows:

- Waiter: \$3.75 USD per person per day
- Assistant Waiter: \$2.15 USD per person per day
- Head Waiter: \$.75 USD per person per day
- Housekeeping staff: \$5.00 USD per person per day
- Suite Housekeeping staff: \$7.25 USD per person per day

Gratuities are voluntary and at the discretion of each guest. These guidelines serve as suggestions to help guests express their gratitude for the outstanding service they experience on their Royal Caribbean cruise vacation.

For the convenience of all guests, gratuities may be paid online as well as onboard.





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**Q: Why the increase in gratuities?**

**A:** Gratuities have not been increased in 13 years. This adjustment puts our recommendations in line with our competitors.

**Q: When do the new gratuities start?**

**A:** The new suggested guidelines apply to new bookings made for sail dates on or after July 1, 2011.

**Q: If I make a booking for a sailing before July 1, 2011 will the new gratuities apply to my sailing?**

**A:** No. The new suggested gratuity amounts are not applicable to any sailings before July 1, 2011.

**Q: I booked my cruise before this adjustment. Do the new guidelines apply to my cruise?**

**A:** Royal Caribbean will not change the gratuities for any bookings that set sail before July 1, 2011.

Pre-existing bookings for sail dates on or after July 1, 2011 will not have increased gratuity guidelines as long as they meet at least one of the following requirements:

- The booking shows that prepaid gratuities were selected on/before 12:01 a.m. U.S. Eastern time on 12/11/10
- The booking shows that My Time Dining was selected on/before 12:01 a.m. U.S. Eastern time on 12/11/10

**Q: I am part of a group cruise that was booked before the adjustment. Do the new guidelines apply to my cruise? ?**

**A:** If the contract for the group requires that prepaid gratuities were a condition of the sale, or an existing group booked on/before 12:01 a.m. EST on 12/11/10 has named inventory with pre-paid gratuities applied, this meets the requirement to operate under the previous gratuity guidelines.

Regular groups booked on/before 12:01 a.m. EST on 12/11/10 that have not selected pre-paid gratuities as a condition of the sale will have the new gratuity rate applicable as pre-paid gratuities are requested or a selection from traditional to MTD is requested on existing space.

**Q: How does the new Royal Caribbean suggested daily gratuity compare to their competitors?**

**A:** Our adjusted recommendations put us in line with our competitors. Our new suggested daily totals are in the middle range when compared to competitors' suggestions.

**Q: Are gratuities automatically added?**

**A:** Gratuities are at the discretion of each guest. Royal Caribbean does not automatically add gratuities to guest accounts. Only those guests who have signed up for My Time Dining will continue to have their gratuities added to their account.

**Q: How can I pay gratuities?**

**A:** For the convenience of guests, pre-paid gratuities may be arranged online or added to your booking by your travel agent, before your sail date. While onboard, you may have gratuities added to your account by filling out a pre-pay gratuity form. Or, you may pay in cash at the end of your cruise, using envelopes provided to you in your stateroom.

**Q: Am I required to pay these adjusted totals?**

**A:** Gratuities are at the discretion of each guest. These guidelines serve as recommendations to help guests express their gratitude for the outstanding service they experience on their cruise vacation, from members of the dining and housekeeping staff. We hope you find these suggested totals to be an accurate reflection of your satisfaction, and thank you for your generous recognition of the Royal Caribbean staff.

**Q: Will you be adjusting the gratuity for bar, wine and beverage service?**

**A:** No. The gratuity will still be 15%, automatically added to your bar/beverage bill.