



Frequently Asked Questions

Q: What is Flight Finder?

A: Flight Finder is the new air booking platform on Espresso for Royal Caribbean Cruises Ltd (RCL). Flight Finder allows flights to be booked on Royal Caribbean International's 'Air2Sea' program, Celebrity Cruises' 'Flights by Celebrity' program and Azamara's 'Flight Finder' program.

Everything will be in one place. You will be able to book flights and transfers in addition to your cruise booking, without leaving the Espresso tool.

Q: How do I use Flight Finder?

A: Flight Finder is accessible through the Espresso tool on Cruising Power at www.cruisingpower.com.

If you do not have access to Cruising Power, please email tradeau@rcclapac.com or call 02 9937 5400 and one of our team members will be happy to assist in setting you up. Alternately, you can book flights by calling 1800 754 500.

Q: Why choose Flight Finder?

A: Flight Finder provides premium benefits that give your clients everything they want in airfares. It provides the best value, and allows you, the agent, the certainty that your clients will get to the ship on time. Booking is simple, and you have the flexibility to choose your preferred airlines and flights. Benefits include:

Points

Flight Finder gives you complete flexibility when making a booking, which means your clients can earn points with their favourite airline. They choose the days and times they want to fly and they choose the airline. You can even offer them the ability to ticket multiple airlines on one fare, meaning your clients are not restricted to one airline on a roundtrip ticket, instead they can access the best fare and the best scheduled arrival/departure time to suit their travel requirements and budget. In the end, your clients are assured the flight schedule and airline that they want. It's that easy.

Price

Flight Finder gives you the best prices available on your client's flights. We guarantee it. Our Lowest Airfare Guarantee* means your client receives the best value in air travel – a benefit no other cruise line offers. If you book with us and find a lower fare within 24 hours of booking your air, we'll credit your client 110% of the difference to spend onboard their cruise.

*The lowest price must be advertised and available to purchase on a website open to the public.

Protection

When you use Flight Finder to book your client's air travel, we've got your back, and theirs. Our Flight Finder Specialists are on hand monitoring flights, so if there are any delays or

cancellations that jeopardise your client's travel plans through no fault of their own, our team will work quickly with the airline to get your clients onto the next available flight so that they can join the ship. In the instance of a disruption to your client's flight or cruise, our Flight Finder Specialists will assist to re-accommodate them on a new flight, or to transfer them to the next port of call. So, take comfort in booking your client's complete holiday with us all at once, and let us take care of everything.

– **Pay Later**

When you use Flight Finder to book your client's air travel, there is an option to book flights with no money down* and you'll enjoy the flexibility of changing flights with minimal change fees when you book refundable airfares. You will enjoy the convenience of locking in your client's flights and the fare without having to pay for the airfare at time of booking. Pay for your client's flights at the same time as the cruise final payment.

*Pay Later option is available for select airline partners and routes.

Q: What are the fees I need to know about when using Flight Finder?

A: In addition to applicable airline charges, Flight Finder has the following limited fees in place:

1. When booking domestic flights, Flight Finder charges a \$15 admin fee per person (applicable to Royal Caribbean International only. There are no fees when booking for Celebrity Cruises or Azamara).
2. When booking international flights, Flight Finder charges a \$25 admin fee per person (applicable to Royal Caribbean International only. There are no fees when booking for Celebrity Cruises or Azamara).
3. Flight Finder charges a \$200 per person cancellation fee once flights are confirmed and paid in full (applicable to all three brands).
4. When making a change on a ticketed Flight, Flight Finder simply passes on the fees associated with the airline (applicable to all three brands).

Q: What is the Commission paid to me as a travel agent?

A: While commission is not paid on flights booked through Flight Finder, agents will benefit from increased booking retention when flights are attached to cruise bookings. Consumers will enjoy the lowest available fares as well as the comfort in knowing they are protected with our Assured Arrival policy.

Q: What are the hours of support?

A: Espresso provides 24/7 access to airfares. In addition, our dedicated Flight Finder Specialists can be reached:

Monday to Friday between 8:00am – 8:00pm

Saturday 10:00am – 4:00pm

Sunday 10:00am – 2:00pm

Times above are based on Australian Eastern Daylight Time or Australia Eastern Time (AEDT/AEST)

Q: Can I request my client's airline seats?

A: Yes, you can request seat assignments in instances where the airline makes them available for us. Most air carriers charge a fee for early seat assignment, and when this occurs your clients will be instructed to contact the airline directly to confirm their seating.

Q: Are my clients able to check-in for their flights online?

A: Check-in guidelines are determined by the operating carrier of the flight. Your clients can visit the airline's website to check-in, usually within 24 hours prior to the flight departure time. To

check-in online, your clients will need the Airline confirmation number which is included in the guest booklet documents under the 'Air Arrangements' section.

Q: What type of fares do you offer?

A: Flight Finder offers some of the most competitive refundable with fee, or non-refundable rates for economy, premium economy, business or first class (where applicable) travel.

Q: What is the Flight Finder booking conditions?

A: The booking conditions vary depending on the carrier and can be reviewed at the time of the booking.

Q: Can my clients change their flights?

A: Changes to your client's itinerary can be made, however, once ticketed these changes are subject to any applicable airline penalties and fees.

Q: Can my clients cancel their flight?

A: Yes, your clients can cancel their flight. Cancellation penalties vary based on the type of ticket that was purchased. Non-refundable tickets will not provide a refund, while cancellation of refundable tickets is subject to a fee with the balance refunded to the last form of payment used on their cruise reservation. Flight Finder charges a \$200 per person cancellation fee once flights are confirmed and paid in full.

Q: What is your refund policy?

A: One of the options available with Flight Finder are refundable tickets. These tickets are less restrictive than non-refundable tickets and allow your clients to cancel, pay a \$200 per person fee, as well as any additional charges applied by the airline.

Q: Why were my client's flights changed?

A: Occasionally, our airline partners make changes to flight schedules, the type of aircraft, or even the city that the flight originates from. When this happens, we will work with the airline to get your clients re-accommodated, ensuring their arrival for their cruise holiday.

Q: What happens when my client's flight is delayed?

A: When purchasing airline tickets for your client's through Flight Finder, they will receive assistance on travel days, should there be a disruption to their scheduled airline service, through no fault of their own. While we monitor flights, we encourage you or your client to first check with the airline to request re-accommodation, and then call us (Emergency Travel Team details can be found on the guest's Cruise documentation) if the new flights will not enable the guest to meet the ship. We will work with the guest to find a seat on the next available flight, on a regularly scheduled airline, and in the same class of service to the original flight booking. If there are no viable options, we will work with our airline partners to accommodate the guest on a flight to the next available port, where a guest may legally join the ship.

Q: What are the terms of the Lowest Airfare Guarantee policy?

A: The Lowest Airfare Guarantee ensures your clients will enjoy the lowest advertised rate on their airfare when they book their flights with Royal Caribbean International's Air2Sea, Flights by Celebrity or Azamara Flight Finder programs. You or your clients will have 24 hours after you book their airfare through Flight Finder to present proof of a lower price. If you do, then your client will receive 110% of the difference applied to their cruise booking as an onboard credit. The lowest competitor price must be advertised and available for purchase on a website open to the public. The Lowest Airfare Guarantee applies to the base price of a booked airfare only and

does not apply to any other fee or charge including taxes, recovery charges, service fees or travel insurance. Promotional packages, deals or bundled prices that may include additional amenities are also not included. The lower advertised price must exactly match the purchased flights Flight Finder itinerary, be for the same number of tickets, service class, airline(s), origination and destination gateways, legs, flight numbers and travel dates. The lower price must be found online on a website open to the public in Australia or New Zealand where it is quoted, booked and to be paid in Australian Dollars and have a similar cancellation policy to flights purchased through Flight Finder.

Refundable Fares	Non-Refundable Fares
<i>Gives you the Most Flexibility</i>	<i>Gives you the Best Price</i>
Book through Espresso and the Call Centre	Book through Espresso and the Call Centre
Assured Arrival is always included in the airfare	Assured arrival is always included in the airfare
Air payment not required until your final cruise payment	Payment is required at time of booking
Changes are permitted without penalties prior to final payment (70/90 days). Ticket costs from the airline carrier may apply	Changes are subject to airline carrier availability, fare restrictions and change fees
Flight changes are subject to a \$200 per person service fee. Additional costs may apply	Flight changes are subject to a \$200 per person service fee. Additional costs may apply
Flight purchases and charges are refundable	Flight purchases and charges are non-refundable
Name changes are not permitted	Name changes are not permitted