

Royal Caribbean Headquarter Group Program

PROGRAM INFORMATION

Every Ensemble® group contract has specific categories blocked. Agents cannot change terms of an Ensemble® Headquarter group. However, you may contact the Royal Caribbean Group Department and request to exchange an open cabin within the headquarter group for the cabin booked. This is at Royal Caribbean's sole discretion.

RATE INFORMATION

Ensemble® Headquarter group must be booked against applicable Booking Code. Booking code can be found on the Ensemble Member Portal under the Ensemble® Exclusive menu for each applicable sailing.

Please contact Royal Caribbean Group Department to book. If the group reservation agent is unfamiliar with the program, please ask to speak with a Supervisor.

Please identify yourself as an Ensemble® Travel Group Member and make sure your agency details are reflected in the secondary phone field. This will allow you to access your bookings and commissions be paid directly to the agency.

Only single and double occupancy cabins are eligible for the group rate, no triples or quads.

If booking within six months of sailing, please verify that the group space remains available.

TOUR CONDUCTOR INFORMATION

A tour conductor **CAN** be earned when booking Ensemble® Headquarter Groups based on standard cruise line policy of 1 for 16. If Tour Conductor criteria is met by an individual agency, then the Tour Conductor credit will be paid to that qualifying agency at the time of earned commission pay out.

ENSEMBLE® AMENITIES

Ensemble® Headquarter Groups offer shipboard credits, amounts vary based on ship and sailing date. Details can be found on the Ensemble Member Portal under the Ensemble® Exclusive menu for each applicable sailing.

Guest will receive the Onboard Credit once onboard. The OBC is in USD, has no cash value, is non-transferrable, not redeemable for cash, and will expire if not used by 10:00 PM on the last evening of the cruise.

ENSEMBLE® CONTACT DETAILS

EnsembleSupport@rccl.com or a Royal Caribbean Group Department Supervisor can assist with any questions or challenges you may have. Please be sure to provide the ship, sailing date and booking number for your clients.
