

ROYAL CARIBBEAN BOOKING PROCESS CHECKLIST

EverSail Travel • Agent Training & Workflow Reference

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Use this checklist to guide clients proactively through booking, pricing reviews, activity windows, final payment, check-in, embarkation preparation, and post-cruise follow-up.

1. Book the Reservation & Send Vacation Guide

When: when your client is ready to book

Book your client's reservation in Cruising Power, then share the vacation guide. To book, collect:

- First and last names
- Date of birth
- Gender
- Country of citizenship
- Lead guest home address
- Lead guest email address
- Lead guest phone number
- Bedding configuration
- Whether or not to add vacation protection at booking
- Whether or not to add prepaid gratuities at booking
- Client's preferred dining time
- Credit card information for the deposit

2. Apply New Pricing to Your Client's Reservation

When: anytime between when your client books and travels

Occasionally retrieve the client's reservation in Cruising Power and check whether a lower price is available for their room.

- **If a lower price applies,** re-select their stateroom in Cruising Power so the lower price is added to the reservation.
 - **Check out** to secure the new lower pricing.
 - **Send your client a text or email** to let them know they saved money.
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3. Prepare / Help Clients Book Excursions & Extras

When: one year or more before your client's sail date

You can either help your client book extras or prepare them to book the extras themselves.

- Option 1: Help your client book extras.
 - Option 2: Prepare your client to book extras themselves.
 - **Extras that can be booked:** Dining/Drink packages • Spa • Wi-Fi • Excursions & more.
 - **Note:** If prices ever drop, your client can cancel the activity booking, receive a refund, and rebook up until 3 days before their cruise.
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4. Process Client's Final Payment

When: 75, 90, or 120 days before the client's sail date, depending on cruise length

- **Reach out to your client** 10 days before final payment is due.
- **Send reminders** if you don't hear from them.
- **Gather payment information** and process it in Cruising Power.
- This is the last opportunity for the client to add vacation protection.
- **Note:** Clients cannot process any payment themselves, including final payment.
- This is a good time to see if they want to book hotels or transfers.

EverSail Agent Tip: Keep payment deadlines, activity booking windows, check-in dates, and client follow-ups on your calendar.

5. Prepare Your Client to Pre-Book Cruise Shows

When: about 1–2 months before your client sails; Oasis Class or higher

Shows can usually be booked the first day of the month before the client's sail date. For example, a February 20 sailing may open around January 1.

- This is not an exact science. Have clients start looking about 60 days before the sail date.
- This applies to clients on Oasis Class or higher, and shows can be booked in the Royal Caribbean app.
- If they can't get the reservation they want, they can also try booking onboard when they first connect to the ship's Wi-Fi or using the standby line.

6. Prepare Your Client for Check-In

When: 45 days before the sail date

- Make sure your client knows how and where to check in.
- Make sure they have a passport or an original, state-issued birth certificate with seal.
- Remind them the Port Arrival Time can be chosen during check-in.
- The earlier they check in, the earlier arrival time they'll likely get, unless they are suite class or purchase The Key.

7. Final Vacation Consultation

When: 5–6 days before your client travels

- Have a final consultation with the client via video, phone, email, or text.
- Make sure they're feeling prepared and answer any final questions.
- Remind them they need the correct travel documents or they will not be allowed on the ship.
- Let them know about the Next Cruise offer they will see onboard.
- Share final logistics and helpful tips for embarkation day.

8. Share a Link for a Review

When: the afternoon or evening of the day your client disembarks

- Share a link with your client to leave a Google review of your services under EverSail Travel.
- Thank them for trusting you with their vacation and invite them to share their experience.

EverSail Travel Standard: Guide clients proactively through booking, pricing reviews, activity booking windows, final payment, check-in, embarkation preparation, and post-cruise follow-up.