
CLUB ROYALE REWARDS PROGRAM RULES

The following rules (referred to as “Terms and Conditions”) form the basis of participation in the Royal Caribbean International Club Royale Rewards Program (“Club Royale” or the “Rewards Program”). Your participation in Club Royale will be governed by these Terms and Conditions. It is your responsibility to read these Terms and Conditions so that you understand the Rewards Program’s rules and benefits and your responsibilities under the Rewards Program. Your enrollment as a Member of the Club Royale and/or your use of your Club Royale Rewards account constitutes your acceptance of the Rewards Program’s Terms and Conditions.

Card Issuance

1. Membership Eligibility.
 - a. Membership is free.
 - b. Membership is only available to a person who is 18 years of age or older.
 - c. Royal Caribbean International reserves the right to require proof to its satisfaction of this minimum age requirement.
 - d. Corporations, partnerships and other legal entities are not eligible for membership.
 - e. Individuals who are excluded from Royal Caribbean International casinos onboard its vessels are not eligible for membership.
 - f. As a U.S. based company, Royal Caribbean International must comply with all applicable economic and trade sanctions, laws, and embargoes set forth by the U.S. Treasury Department. This means that the Rewards Program cannot currently do business with residents of North Korea, Iran, Sudan, Syria, Cuba and the Crimea region of Ukraine nor with specific individuals who are on the SDN list. Membership in Club Royale is also prohibited for individuals that Royal Caribbean is prohibited from or restricted in doing business with by other applicable laws.
2. Enrollment.
 - a. Eligible individuals may enroll in the Rewards Program by any of the following means:
 - i. In person by a Casino Host onboard a Royal Caribbean International vessel;
 - ii. By a Club Royale Representative located at one of our call centers.
 - iii. Persons who are enrolled in Royal Caribbean International’s Crown & Anchor Society may be automatically enrolled in Club Royale as determined in Royal Caribbean’s discretion; or
 - iv. Such other method as Club Royale may adopt from time to time.
 - b. Each enrollee must agree to these Rewards Program Terms and Conditions.
 - c. Once enrolled, the individual will become a “Member” and shall receive a Welcome Acknowledgment.
3. Linked Club Royale Accounts.
 - a. Linked Club Royale Accounts are prohibited.
4. In the event more than one Club Royale Account number is assigned to the same individual, the duplicate Club Royale Account will be cancelled, and only the applicable Points and Tier Credits, excluding any enrollment bonus or other promotional bonuses earned by the main and second account for the same promotion, can be transferred to the remaining Club Royale Account.

5. Non-Transferability.
 - a. Except as permitted by these Terms and Conditions, a Member may not transfer, sell, purchase, trade or barter a Club Royale membership, Club Royale Account, Points, complimentaries (“comps”), Tier Credits or any membership benefit to another individual. Violators of this rule are subject to termination of Club Royale membership and forfeiture of rewards including, but not limited to, accumulated points, Tier Credits and/or benefits, and may be liable for damages and litigation costs, including any attorneys’ fees incurred by Royal Caribbean in enforcing this rule.
6. Personal Data.
 - a. By participating in Club Royale, Members consent to the terms of the applicable Royal Caribbean International Privacy Policy (based on the Member’s country of residency), the Club Royale Privacy Policy (if any) and the sharing of their personal information among all casinos, resorts, and properties of Royal Caribbean International. For residents of the United States of America and Canada, please click here to see our Privacy Policy. For residents of other countries, please contact privacy@rccl.com to obtain the applicable Privacy Policy.
 - b. Members also consent to receiving promotional and informational communications from participating Club Royale Rewards casinos affiliates, and partners.
 - c. Members may opt-out of receiving marketing communications from (and/or opt-out from the sharing of personal information with) Royal Caribbean or may update their preferences by contacting Member Services.
7. **HOW TO UPDATE MEMBER INFORMATION:** Members are responsible for keeping the personal information associated with their corresponding Club Royale Account, including email address, address, and phone number, current when sailing on a Royal Caribbean International cruise and speaking with Casino Host or by contacting Royal Caribbean International at ClubRoyalercccl.com. From time to time, Royal Caribbean International may obtain change of address updates from other sources such as the postal service for the country in which the Member lives, and may use such notification to update the corresponding Club Royale Account, but is not obligated to do so.
8. **ACCOUNT CANCELLATION:** You may cancel your Club Royale Account/Membership and participation in the Rewards Program at any time when sailing on a Royal Caribbean International cruise and speaking with Casino Host or by contacting Royal Caribbean International at [_@rccl.com](mailto:rccl.com). Members may be requested to show suitable identification to assist with verification of Club Royale Account ownership and to assist with the protection and safeguarding of personal information. Upon cancellation, any unused points accrued in your Club Royale Account will be forfeited and cannot be redeemed.

Earning Tier Credits and Club Royale Points.

9. Club Royale Rewards benefits are based on a Member’s expenditures for gaming play at participating Club Royale casinos with presentation or use of a Member’s Club Royale Account number. No Tier Credits or Club Royale Points are earned on free play or promotional offers.
10. To ensure proper recording of Club Royale balances including, but not limited to, Tier Credits and Club Royale Points for gaming activity, each Member is responsible for properly inserting his/her SeaPass Card (which contains a link to the Member’s Club Royale account number) into a slot machine prior to play.
11. To ensure proper recording of Club Royale balances including, but not limited to, Tier Credits table game activity, Members must present their SeaPass Card (which contains a link to the Member’s Club Royale account number) to a table games pit supervisor prior to table games play. Members must satisfy minimum betting requirements to earn Points, Tier Credits and other benefits for table games. Please see a table games pit supervisor onboard the Royal Caribbean International vessel for such assistance.

12. A Member may not accrue Club Royale balances including, but not limited to, Tier Credits and Club Royale Points, “comps” or any other membership benefits if his/her Club Royale account number is used by another individual.

Redemption of Benefits and Rewards

13. Club Royale offers Members the opportunity to reach various Tier Levels.
 - a. For Tier Credits earned on or before April 1, 2018, the following rules shall apply:
 - b. For Tier Credits earned after April 1, 2019, the following rules shall apply:
 - i. A Program Year means the period from April 1 of a calendar year through March 31 of the following calendar year;
 - ii. Tier Credits earned during one Program Year will be used by Club Royale to determine the Member’s Tier Level status for that same Program Year;
 - iii. At the beginning of each Program Year, the number of Tier Credits held by each Member shall be reset to zero.
 - iv. The benefits accorded Member’s at various Tier Levels are set forth on the Club Royale website at www.royalcaribbean.com/experience/cruise-casinos_ and such benefits are subject to change without notice by Club Royale.
 - v. Bookings made by a Member when the Member is at one Tier Level for cruises that do not sail until after March 31 of the following calendar year shall be handled as follows: the Tier Credits earned will be counted in the following Program Year.
14. Certain benefits offered by Club Royale may have a duration that is less than the remaining term of the current Program Year in which such benefits were earned.
15. Club Royale Points, Tier Credits, comps and other benefits have no cash value.
16. Club Royale Points may only be redeemed towards Account Credit or free play during the same sailing as they are earned. Club Royale Points are not valid for redemption towards Account Credit or free play during any future sailing.
17. Redemption and/or usage of Club Royale Point and other balances, including, but not limited to, “comps” or other Tier Level benefits are subject to limitations set forth in the applicable terms and conditions.
18. Any tax liability resulting from the accumulation or use of Club Royale benefits is the obligation of the Club Royale Rewards Member.
19. The Club Royale website and a description of the redemption options available can be found at <https://www.royalcaribbean.com/experience/cruise-casinos>.
20. A Member’s redemption choice shall be final unless otherwise authorized by Club Royale in the sole discretion of management.

General Rewards Program Conditions

21. Violation of the terms and conditions of the Club Royale, including fraud, misrepresentation, misuse of a Card to manipulate accumulation of rewards or misuse of Club Royale balances including, but not limited to, Points, Tier Credits by a Member, or other improper conduct as determined by management, or if the Member has been barred from the resort(s) or from gaming play by the management for business reasons that management determines are appropriate, may subject the Member, without limitation, to termination of Club Royale membership, demotion of the Member’s Club Royale Account status, forfeiture of all of the Member’s benefits including, but not limited to, accumulated points, Tier Credits, Tier benefits, and/or appropriate administrative and/or legal action by Royal Caribbean or applicable governmental authorities. In addition, Royal Caribbean reserves the rights to take appropriate legal action to recover damages, including its attorneys’ fees incurred in prosecuting or defending any lawsuit related hereto.

22. Membership in the Rewards Program and accumulation of Club Royale Rewards loyalty balances including, but not limited to, Tier Credits and Points and/or benefits do not confer any enforceable contract or vested property rights with respect to Rewards Program benefits.

Changes to Club Royale

23. Members acknowledge and agree that Club Royale Rewards membership and its benefits are provided at the discretion of management. Management reserves the right to unilaterally change, amend, suspend, cancel or terminate any aspect of the Club Royale, its benefits and/or its Terms and Conditions in whole or in part, at any time, with or without notice for any or no reason. This means that management in its sole discretion may at any time, among other things, (1) amend, modify or withdraw any of the Club Royale Terms and Conditions, (2) cancel, revoke, forfeit or change any Member's membership status, points, Rewards Program benefits and/or promotions, (3) change the value of accumulated or future points, point multipliers, or benefits, (4) adjust points or Tier Credit balances and/or otherwise restrict the continued availability of awards, benefits, special offers or promotions, and/or (5) forfeit any Club Royale rewards balances not yet redeemed for reasons management deems appropriate (such as, but not limited to, technical malfunction, error, or as otherwise permitted by these Terms and Conditions). Management may make one or more of these changes at any time even though such changes may affect a Member's comps or ability to use accumulated points or receive accrued benefits. Management will make reasonable efforts to notify Club Royale Rewards Members of general Rewards Program changes that may alter, diminish, forfeit or terminate Members' benefits at least sixty (60) days prior to the effective date of such changes, except where the termination or adjustment of Member benefits is based on a decision of Club Royale permitted by these terms and conditions as determined in the sole judgment of management, in which case the changes may result without notice to the Member(s).

Other Terms and Conditions.

24. Club Royale is not responsible for products or services offered by other companies that may participate in benefits, offers or special promotions provided to Members.
25. All decisions concerning the interpretation and application or administration of Club Royale Terms and Conditions are within the sole discretion of management and any dispute regarding the accumulation of points or Tier Credits maintained in an Club Royale Account, and/or the forfeiture of points, Tier Credits, Tier benefits or other Club Royale Rewards benefits will be reviewed by Royal Caribbean International. Royal Caribbean International's decision in any dispute will be final and binding.
- 26. CLUB ROYALE MEMBERS AGREE NOT TO FILE OR PARTICIPATE IN ANY FORM OF CLASS ACTION AGAINST ROYAL CARIBBEAN OR ANY OF ITS AFFILIATES RELATED TO THE REWARDS PROGRAM, AND FURTHER AGREE TO RESOLVE ANY CLAIM ON AN INDIVIDUAL BASIS AS SET FORTH IN THESE TERMS AND CONDITIONS. FOR NEW JERSEY RESIDENTS, OR RESIDENCE OF ANY OTHER STATE WITH A SIMILAR RESTRICTION, NOTHING HEREIN LIMITS YOUR ABILITY TO RECOVER DAMAGES OR ATTORNEYS' FEES IF MANDATED OR PERMITTED BY STATUTE.**
27. If it is determined that the Club Royale has improperly denied a credit, benefit or award to a Member, the Member's sole and exclusive remedy shall be the issuance of the improperly denied credit, benefit or award if available, or such other alternative comparable benefit as determined by management of the Club Royale, which shall not have additional liability whatsoever. In no event shall the Club Royale be liable to any Member, or anyone claiming through a Member, for any direct, indirect or consequential damages or lost revenue or profits, claimed to arise out of the acts or omissions of Club

Royale management or any participating Club Royale Rewards destination in connection with the Rewards Program.

28. The laws of the State of Florida shall govern the validity, construction and interpretation of the Terms and Conditions of the Club Royale. No effect shall be given to any Florida choice of law or conflict of law rules or provisions that would cause the application of the laws of any other state.
29. Club Royale Rewards Members may request their personal Tax Information Statement by contacting Club Royale and completing and returning the Win/Loss Request Form.
30. **Audit.** Royal Caribbean reserves the right to audit Members' Club Royale Accounts at any time and without notice to ensure compliance with the Rewards Program Rules, Royal Caribbean's passenger ticket contract (or similar agreement), and all other applicable Royal Caribbean International rules and regulations.

In the event the audit reveals discrepancies or violations, Royal Caribbean International may delay the processing of tier benefits, or other redemptions, cancel any outstanding offers or other redemptions and withhold statements until the discrepancies or violations are resolved. Club Royale Accounts found in violation are subject to penalty, up to and including termination of tier status in the Rewards Program and closure of the Club Royale Account. During an investigation, Royal Caribbean International may inhibit the Club Royale Account of a Member without notice. While the Club Royale Account is inhibited, the Member may continue to accrue miles in the Club Royale Account, but no redemptions or other transactions will be permitted and any outstanding offers or other redemptions will be canceled.

31. Some or all parts of the Rewards Program may not be legal in certain countries. Consequently, the Rewards Program is void where prohibited by law.
32. Void where prohibited or restricted by law.

Royal Caribbean Resorts International endorses responsible gaming.