



# MEMBER BENEFITS

**GOLD****PLATINUM****EMERALD****DIAMOND****DIAMOND PLUS****PINNACLE CLUB****3 POINTS****30 POINTS****55 POINTS****80 POINTS****175 POINTS****700 POINTS****DRINKS • DINING**

50% off any glass of wine, beer or soda (2 coupons per sailing) <sup>1</sup>	•	•	•	•	•	•
50% off a Johnny Rockets milkshake (2 coupons per sailing, on select ships) <sup>2</sup>	•	•	•	•	•	•
Private departure lounge with continental breakfast	•	•	•	•	•	•
Discount on any glass of wine, beer or soda <sup>3</sup>	10%	10%	10%	20%	25%	25%
25% off any coffee beverage (excludes Starbucks) <sup>4</sup>	•					
50% off any coffee beverage (2 coupons per sailing, excludes Starbucks) <sup>4</sup>		•	•			
Buy a specialty restaurant dinner and receive one complimentary non-alcoholic specialty coffee beverage (excludes Starbucks) <sup>5</sup>		•	•	•	•	•
Priority waitlist seating request in Main Dining Room				•	•	•
Complimentary daily drinks up to \$14 (excludes Starbucks, Bionic Bar, and Desserted) <sup>6</sup>				4	5	6
Purchase a specialty restaurant dinner cover charge during the first or second night of your cruise and enjoy complimentary dining for the second guest. Valid for dinner reservations on the first or second night only. (Excludes Celebration Table, Chef's Table, Empire Supper Club, Hooked, Izumi: Hibachi/Teppanyaki, Omakase, Izumi in the Park, Johnny Rockets, Playmakers, Portside BBQ, and Royal Railway)					•	•
Discount on Deluxe Beverage Packages <sup>7</sup>					30%	40%
Coastal Kitchen access <sup>8</sup>						•
\$25 off specialty dining on 5+ nights ( <i>Oasis</i> <sup>®</sup> & <i>Quantum</i> <sup>®</sup> class only — same specialty venue exclusions mentioned above apply)						•
Exclusive daily breakfast at a specialty restaurant <sup>9</sup>						•

**INTERNET**

Discounts on any internet package purchased onboard (not combinable with any other VOOM offer) <sup>10</sup>	10%	15%	15%			
SURF+STREAM Internet or price equivalent discount on any onboard internet purchase for 1-device only <sup>11</sup>				1 free day	2 free days	
FREE Unlimited SURF+STREAM Internet access for 1-device only for the length of your voyage <sup>12</sup>						•

**ONBOARD ACCESS • EVENTS**

Crown & Anchor Society Loyalty Desk for membership inquiries	•	•	•	•	•	•
Exclusive Top Tier Event on 5+ night sailings (7+ nights on <i>Spectrum of the Seas</i> <sup>®</sup> )		•	•	•	•	•
Priority wait list for Shore Excursions/Vitality <sup>SM</sup> Spa services				•	•	•
Exclusive Backstage Tour on 5+ nights <sup>13</sup>				•	•	•
Crown Lounge access with nightly happy hour <sup>14</sup>				•	•	•
Priority access and seating at Theater, Ice show and AquaTheater events <sup>15</sup>					•	•
Cheers with an Officer for members with 340+ cruise points on 7+ nights <sup>16</sup>					•	•
Suite/Concierge Lounge access <sup>17</sup>						•
Flexible arrival <sup>18</sup>						•

**CASINO • BINGO**

Casino Royale <sup>SM</sup> FreePlay <sup>19</sup>	\$2	\$4	\$6	\$6	\$6	\$6
Buy a bingo package and receive a free Jackpot card <sup>20</sup>	1 card	3 cards	6 cards	6 cards	6 cards	6 cards

**IN-STATEROOM SERVICES**

Robes for use onboard (delivered upon request)		•	•	•	•	•
\$5 off \$25 dry-clean or press <sup>21</sup>		•	•	•	•	•
Discount on \$34.99 wash and fold laundry bag on 5+ nights <sup>22</sup>		\$5	\$5	\$10	\$10	\$10
Complimentary welcome waters (per adult) <sup>23</sup>			2	2	3	3
Receive a Stateroom phone discount rate of \$2 per minute				•	•	•
Chef's Choice on 5+ nights <sup>24</sup>				•	•	•
<a href="#">Personalized gift/amenity (per household)</a> <sup>25</sup>					•	•
One Free \$34.99 wash and fold bag on 5+ Nights <sup>26</sup>					•	•
Upgraded bathroom amenities for members with 340+ cruise points <sup>27</sup>					•	•

**PHOTO • RETAIL • SPA**

Discount on a single photo, photo package, or photobook <sup>28</sup>		20%	25%	30%	30%	30%
One (1) free digital or printed photo of your choice <sup>29</sup>				•	•	•
Discount on Royal Caribbean logo products sold onboard (min. \$25 purchase) <sup>30</sup>	10%	10%	10%	15%	15%	15%
Discounts on any spa service (excludes Medi-Spa services) <sup>31</sup>	10%	15%	15%	20%	20%	20%
Complimentary add-on spa treatment (excludes Medi-Spa services) <sup>32</sup>					•	•

**RECOGNITION**

Lapel pin (delivered on the following cruise after reaching new status)				•	•	•
Milestone recognition beginning at 140 cruise points (Crystal Block) <sup>33</sup>				•	•	•
Personalized lapel pin						•

**CRUISE PLANNING & MORE**

Member Newsletter	•	•	•	•	•	•
<a href="#">Priority notice on special offers, new ships &amp; itineraries</a> <sup>34</sup>	•	•	•	•	•	•
Crown & Anchor exclusive rates <sup>35</sup>	•	•	•	•	•	•
Additional points for purchasing suite staterooms and/or single pricing type <sup>36</sup>	•	•	•	•	•	•
<a href="#">Loyalty Match with Celebrity Cruises<sup>®</sup> Captain's Club<sup>SM</sup> and Silversea<sup>®</sup> Venetian Society<sup>®</sup></a>	•	•	•	•	•	•
Discounts on Balcony & Suite Staterooms <sup>37</sup>		•	•	•	•	•
Exclusive access to call center staff members					•	•
Single supplement cruise fare reduced to 150% (125% on Transatlantic, Transpacific, and Panama Canal sailings) from 200% for members that have 340+ Cruise Points <sup>38</sup>					•	•
Milestone Cruise Certificate valued at the prevailing rate of a 7N Balcony Stateroom for 700 and 1,050 cruise points <sup>39</sup>						•
Milestone Cruise Certificate valued at the prevailing rate of a Junior Suite Stateroom for 1,400 and every 350 cruise points thereafter <sup>39</sup>						•

**YOUTH MEMBER BENEFITS<sup>40</sup>**

50% off one scoop of Ice Cream at the Ice Cream Parlor (on select ships) <sup>41</sup>	•	•	•	•	•	•
SURF+STREAM internet discount equal to parents' benefit	•	•	•	•	•	•
Buy 1 movie rental in your stateroom and receive the second FREE <sup>42</sup>	•	•	•	•	•	•
Spend \$15 in Arcade Credits to get \$5 off your onboard expense account, or spend \$50 in Arcade Credits to get \$25 off (applied at the end of the sailing) <sup>43</sup>	•	•	•	•	•	•
Complimentary daily non-alcoholic drinks up to \$14 (excludes Starbucks and Desserted) <sup>6</sup>				4	5	6

The information listed above is valid beginning on sailings departing August 1, 2024 and onward

Royal Caribbean reserves the right to modify the Crown & Anchor<sup>®</sup> Society, Club Royale<sup>®</sup>, and MyCruise<sup>®</sup> Rewards programs along with their terms and conditions, at any time and without notice. ©2024 Royal Caribbean Ltd. Ships Registry: The Bahamas.

# Crown & Anchor® Society Supplemental Terms

**EACH ONBOARD BENEFIT IS AUTOMATICALLY LOADED ONTO YOUR SEAPASS CARD, IS NON-TRANSFERABLE AND VALID FOR ONE-TIME USE PER CRUISE, PER MEMBER, UNLESS OTHERWISE SPECIFIED.**

## DRINKS & DINING

**1\_**Gold, Platinum, Emerald, Diamond, Diamond Plus, and Pinnacle Club members receive 50% off the purchase any glass of wine, beer, or soda. Offer may be redeemed twice per sailing.

**2\_**50% off any Johnny Rockets milkshake is only applicable on ships that feature Johnny Rockets onboard. Offer may be redeemed twice per sailing.

**3\_**A one-time discount per sailing will be applied toward the purchase of any glass of wine, beer, or soda. Gold, Platinum, and Emerald members receive a 10% discount. Diamond members receive a 20% discount. Diamond Plus and Pinnacle Club members receive a 25% discount.

**4\_**Gold members receive a one-time 25% discount per sailing on the purchase of any coffee beverage. Platinum and Emerald members get a 50% discount, redeemable twice per sailing. Excludes Starbucks.

**5\_**You will receive one (1) complimentary non-alcoholic specialty coffee beverage with the purchase of dinner in any specialty restaurant. Excludes Starbucks.

**6\_**Each day of the cruise, Diamond members receive four (4) complimentary drink vouchers, Diamond Plus members receive five (5) complimentary drink vouchers, and Pinnacle Club members receive six (6) complimentary vouchers up to \$14 in value (\$13 on Singapore sailings and \$15 on Australia sailings). These vouchers can be used at any time and at any bar onboard or onshore at our private destinations. Drink vouchers may also be used toward a discount off the purchase of any bottle of wine — 20% off bottles over \$100 and 40% off bottles under \$100. Every time a drink voucher is redeemed, a zero-dollar (\$0) receipt will be provided and must be signed. Youth members will receive the same daily allotment of complimentary vouchers as their parents of the same tier and may be used toward the purchase of non-alcoholic beverages (including mocktails). All drink vouchers reset daily at 5:00am and are redeemable until 4:59am the next day. Excludes Starbucks, Bionic Bar, and Desserted Milkshake Bar.

**7\_**Diamond Plus members receive 30% off and Pinnacle Club members receive 40% off the purchase of a Deluxe Beverage Package made onboard. May be redeemed at any bar or lounge. Prices subject to change without notice, gratuities may be added based on itinerary. Packages cannot be shared and are not transferable. All guests of legal drinking age in the same stateroom and under the same stateroom booking number are required to purchase the same alcoholic beverage package. The minimum age for a guest to drink or possess alcoholic beverages on ships sailing from the U.S., Canada or the United Arab Emirates, and at our private destinations, is 21. The minimum age for a guest to drink or possess alcoholic beverages on ships sailing from South America, Europe, Asia, Australia and New Zealand is 18. In all other cases, the drinking age is between 18 and 21, depending on the cruise's home port, scheduled itinerary and applicable local laws. Beverage Package refund requests must be submitted within 48 hours of purchase to be considered. Your check may reflect an additional tax for certain ports or itineraries. When ordering a beverage selection onboard, you must present your SeaPass card to your server. Package does not include mini bar items and souvenir glassware, specialty beers as listed on bar menus, or super premium category beverages above. All Beverage Packages and the Café Select Coffee Card exclude any beverages served inside licensed Starbucks® stores and or cafes. All Beverage Packages are subject to the terms of Royal Caribbean International's Alcohol Policy. No cancellation after 48 hours from purchase.

**8\_**Access to Coastal Kitchen is reserved exclusively for guests staying in qualifying Suites. Pinnacle Club members also have the opportunity to enjoy meals in Coastal Kitchen, subject to availability. **Daily reservations are required and can only be made with the Maître d' once onboard.** In situations where the number of eligible Suite & Pinnacle Club guests on a particular sailing exceeds the intended venue capacity, access for Pinnacle Club members will be restricted to the top guests onboard, as determined by their cruise points, and extended to one other non-Pinnacle Club guest staying in the same stateroom. The exact number of top guests who receive access will be determined on a per-sailing basis, depending on the venue's capacity. Eligible Pinnacle Club members will be notified of their access on the first day of the cruise.

**9\_**Pinnacle Club members may enjoy breakfast daily at a specialty restaurant. In some instances, the breakfast may be held in the Main Dining Room. Location varies by ship, is subject to change, and will be communicated to members once onboard.

## INTERNET

**10\_**Purchase any internet package onboard and receive a discount off your purchase. Gold members receive a 10% discount. Platinum and Emerald members receive a 15% discount. This offer is not combinable with any other VOOM internet offer.

**11\_**Diamond members will receive one (1) free day and Diamond Plus members will receive two (2) free days of VOOM Surf+ Stream internet or the price equivalent off any onboard internet purchase. Valid for one or two consecutive 24-hour periods of Surf + Stream internet usage for one device only. This offer is not combinable with other coupons or offers. Purchases of other packages are at your discretion and will not be refunded.

**12\_**Pinnacle Club members receive free unlimited Surf + Stream Internet access for 1-device for the length of each sailing. Additional devices may be added for a fee. This offer is not combinable with other coupons or offers.

## ONBOARD ACCESS & EVENTS

**13\_**The Exclusive Backstage Tour is available to Diamond, Diamond Plus and Pinnacle Club members on 5+ night sailings only. Royal Caribbean International reserves the right to cancel this event without notice.

**14\_**Access to the Crown Lounge is reserved exclusively for Diamond, Diamond Plus and Pinnacle Club members. This area is designated as smoke-free, and we kindly ask guests to adhere to a Smart Casual dress code (no swim or pool attire, and footwear is always required). Guests under the age of 21 must always be accompanied by a parent or guardian. Guests and friends of members are not permitted. Throughout the day, complimentary bites are available and nightly happy hour beverage service will take place from 5:00 pm – 8:00 pm. Daily drink vouchers must be redeemed for all beverage requests except self-serve specialty coffee. On Spectrum of the Seas®, Diamond and Diamond Plus members may access the Star | Sky | Sea Lounge in the absence of a Crown Lounge — only Pinnacle Club members have access to both the lounge as well as the Star | Sky | Sea dining facilities. **Royal Caribbean may limit or remove access to the lounge as needed to accommodate special sailings including, but not limited to: Charters, Crossings, Repositionings, Inaugurals, Trade Events, and President's Cruises.**

**15\_**On select ships only, subject to availability. Early access and priority seating at the theater, ice show and AquaTheater events will be held up to 45 minutes prior to the beginning of the show. Reservations required. To reserve show times before you board, visit the Pre-Cruise Planner section on your local site or the Royal Caribbean App.

**16\_**Cheers with an Officer available only on cruise vacations of 7 nights or longer. Members with 340+ points are entitled to one (1) Cheers with an Officer event per voyage which includes a complimentary lunch — house red, white and sparkling wine will be served. **Please note: Daily drink vouchers must be redeemed for additional beverage requests.**

**17\_**Access to the Suite/Concierge Lounge is reserved exclusively for guests staying in qualifying Suites. Pinnacle Club members may also enjoy access to the lounge, subject to availability. In situations where the number of eligible Suite & Pinnacle Club guests on a particular sailing exceeds the lounge's intended capacity, access for Pinnacle Club members will be restricted to the top guests onboard, as determined by their cruise points, and extended to one other non-Pinnacle Club guest staying in the same stateroom. The exact number of top guests who receive access will be determined on a per-sailing basis, depending on the venue's capacity. Eligible Pinnacle Club members will be notified of their access on the first day of the cruise. The Suite/Concierge Lounge is designated as a smoke-free area, and we kindly ask guests to adhere to a Smart Casual dress code (swim or pool attire is not permitted, and proper footwear is required). Guests under the age of 21 must always be accompanied by a parent or guardian. **This policy applies to all ships with a Suite/Concierge Lounge, Suite Sun Deck and the Suite Neighborhood on Icon<sup>SM</sup>, Utopia<sup>SM</sup>, and Wonder of the Seas®.**

**18\_**On boarding day, Pinnacle Club members may arrive to the terminal up to an hour before or after their scheduled check-in time

## CASINO & BINGO

**19\_**Casino FreePlay is only available as a slot machine credit (on select machines), cannot be used toward table games, is non-transferable, has no cash value and must be redeemed prior to the Casino closing on the last night of the cruise. Winning credits may be cashed out. Guests must be 18+ years of age to qualify for this benefit (21+ for Alaskan itineraries). FreePlay amounts per sailing: Gold members receive \$2. Platinum members receive \$4. Emerald, Diamond, Diamond Plus and Pinnacle Club members receive \$6.

**20\_**Purchase any multi-game Bingo package and receive a select number of free single Jackpot Bingo cards based on loyalty tier. Gold members receive 1 card. Platinum members receive 3 cards. Emerald, Diamond, Diamond Plus, and Pinnacle members receive 6 cards. Offer not available at "Win a Cruise", "Win A Suite" or "Final Session".

## IN-STATEROOM SERVICES

**21\_**Platinum, Emerald, Diamond, Diamond Plus, and Pinnacle Club members receive \$5 off the purchase of a \$25 Dry Clean or Press service.

**22\_**Receive a one-time discount off a \$34.99 wash and fold laundry bag on 5+ night sailings. Platinum and Emerald members receive a \$5 discount. Diamond, Diamond Plus, and Pinnacle Club members receive a \$10 discount.

**23\_**You will receive complimentary welcome waters in your stateroom upon arrival on the first day of your cruise. Emerald and Diamond members receive 2 water bottles per person. Diamond Plus and Pinnacle Club members receive 3 water bottles per person. Guests must be 18+ years of age to qualify for this benefit.

**24\_**The Chef's Choice gift is exclusive to Diamond, Diamond Plus and Pinnacle Club members on 5+ night sailings. Gift and frequency of delivery to the stateroom varies by ship and length of sailing

**25\_**No amenities will be delivered on sailings less than 3-nights. Only one amenity will be delivered on sailings between 3- and 6- nights. All selections must be made at least 10 days prior to sail date and may be subject to change — should your amenity of choice not be in stock onboard, it will be automatically substituted for an item of similar value. **Amenities are delivered throughout the sailing. Not all items will be delivered on the same day.** Members and their travel advisors may contact a Loyalty Specialist to [select or make changes](#) to their amenity preferences by calling (800) 526-9723 and pressing 9 at any time during the greeting message. All amenity preferences are per household and are based on the selection made by the primary member in the relationship. Hours of operation: Monday through Friday 8am – 11pm EST; Saturday and Sunday, 9am – 8 pm EST. Amenities are delivered onboard only and will not be shipped to the member post-sailing.

**26\_**On 5+ night sailings only, Diamond Plus and Pinnacle Club members receive one free \$34.99 bag of laundry on Wash & Fold Day. Only valid on the day of the ship's Wash & Fold laundry promotion. Not valid for any pressing or dry-cleaning services.

**27\_**Members with 340+ cruise points receive upgraded SALT+BREEZE bathroom amenities in their stateroom upon arrival. Subject to availability.

## PHOTO, RETAIL & SPA

**28\_** Discounts offered on single photos, photo packages, or photobooks: 20% for Platinum members, 25% for Emerald members, and 30% for Diamond, Diamond Plus, and Pinnacle Club members. Applicable to one transaction only, cannot be combined with other onboard discounts. Excludes Private Studio, or Group and Wedding photo packages. **Youth members are not eligible for this benefit.**

**29\_** Diamond, Diamond Plus, and Pinnacle club members are entitled to one (1) complimentary photograph of any size from their current selection. The loyalty member or any guests sharing the same stateroom must be featured in the chosen photo. Additionally, children under 21 years old accompanying the group, even if they are assigned to a different stateroom, may also be included. This offer does not apply to photos taken at Picture This Portrait Studio, Group Portraits, or Special Occasion photography. Requests for reprints, copies, or alterations cannot be accommodated. **Youth members are not eligible for this benefit.**

**30\_** Spend \$25 or more on exclusive Royal Caribbean logo merchandise sold onboard to receive a discount. Exclusions include fine jewelry brands, the Royal Bling collection, trunk show items, and best buys. The discount is not applicable to one-day specials. Gold, Platinum, and Emerald members qualify for a 10% discount, while Diamond, Diamond Plus, and Pinnacle Club members receive a 15% discount. **Other exclusions apply.**

**31\_** Receive a discount off any spa or salon service. Offer subject to available appointment times. Not applicable for Medi-spa or other discounted services. Gold members receive a 10% discount. Platinum and Emerald members receive a 15% discount. Diamond, Diamond Plus, and Pinnacle Club members receive a 20% discount.

**32\_** Diamond Plus and Pinnacle members are eligible for a complimentary add-on spa treatment. Book a signature spa service while the ship is in port and receive a complimentary add on treatment from the following list: Frangipani Scalp Massage, Relaxing Hand Massage or Sole Delight Foot Massage. Offer applies to only one spa or salon service and excludes Medi-spa services.

## RECOGNITION

**33\_** A commemorative Crystal Block award will be delivered to you during the sailing on which you attain your 140, 210, 280 and 350 cruise points and on every 70 cruise points thereafter. One (1) block is awarded per relationship. Any Crystal Block not accepted onboard by the member will be considered forfeited and will not be shipped to the member post-sailing. **We will only honor requests for crystal blocks that have been verified as missing for a maximum of 12 months from the date of claim submission. Requests for blocks missing beyond the 12-month period cannot be accommodated.**

## CRUISE PLANNING & MORE

**34\_** To have access to Special Offers, you must have a valid email address on file with Crown & Anchor Society to receive promotions through email. Visit [RoyalCaribbean.com](https://www.royalcaribbean.com) to opt-in to communications.

**35\_** Crown & Anchor Exclusive Rates are applicable to specific ship and sail dates. When reserving, a valid Crown & Anchor Society membership number must be included in the reservation. Offer may be withdrawn at any time. The offer cannot be used with certain restricted fares. Rates cannot be combined with MyCruise® Rewards Credit Card program Upgrades, Companion Fare and Free Cruise Fare. Applies to all categories, unless otherwise noted. Offer is not combinable with any other promotion or offer unless expressly stated therein. Royal Caribbean International will deduct the application offer value from final payment upon review. Discount applies on a per stateroom basis; double occupancy. Singles paying 200% are entitled to full face value. Prices vary by ship and sail dates; space is subject to availability at the time of making your reservation.

**36\_** One Cruise Point for each completed night of sailing and an extra Cruise Point per night when you purchase and sail in suite accommodations (categories RL, RS, PS, SL, TS, A1, A2, A3, CL, OS, FS, GS, JS) and/or sail in any category and pay a single pricing type for double occupancy staterooms. All other rates including Travel Advisor rates are excluded from single price type extra point promotion. Cruiseturns are included as an additional night per each day on the cruise tour. Points will be awarded by rate paid not rate berthed, for example, in the instance of an upgrade from an outside to a suite category including reduced rate upgrades. **Allow up to 30 days from the date of debarkation for Cruise Points to post to your account. Requests to add missing Cruise Points may be submitted up to 12 months after the debarkation date of your sailing.**

**37\_** Balcony and Suite Discounts are a per stateroom discount applicable on balcony and suite categories only available to Platinum, Emerald, Diamond, Diamond Plus, and Pinnacle Crown & Anchor Society members. Savings are not redeemable for cash and are non-transferable. When reserving, a valid Crown & Anchor Society membership number must be included in the reservation. Platinum, Emerald, Diamond, Diamond Plus, and Pinnacle Crown & Anchor Society members will receive an increased discount for making a reservation for a sail date outside of six (6) months. Within six (6) months of sailing, if the guest cancels and reinstates the booking, applies a fare change, changes categories, or changes the ship or sail date of the booking, the discount will be automatically adjusted to the lower value. This offer can only be combined with the Onboard Booking Bonus while making a reservation onboard a Royal Caribbean ship. This offer cannot be used with certain restricted fares and is not combinable with any other promotion or offer, including other dollars off and onboard credit offers, MyCruise® Rewards Credit Card Program Upgrades, Companion Fare and Free Cruise promotions and benefits. Single occupancy guests paying 200% cruise fare are eligible for Offer. Single occupancy guests paying less than 200% cruise fare will be eligible for a prorated value of the Offer. Prices vary by ship and sail dates; space is subject to availability at the time of making your reservation. Please call or have your travel advisor contact our exclusive pre-cruise number at (888) 437-1953 to answer additional questions or to make arrangements.

**38\_** Single members must have at least 340 Cruise Points earned to receive the single cruise fare at 150% (125% on Transatlantic, Transpacific, and Panama Canal sailings booked after August 1, 2024). This offer is based on availability with certain restrictions. Ocean Voyage Packages, Holiday sailings (Christmas, New Year's, Thanksgiving, Easter/Spring break) and the peak summer months of June 15 thru August 15 are not included in this offer.

**39\_** The complimentary cruise is per household and based on double occupancy and applicable to the cruise on which the 700, 1,050, 1,400, 1,750, 2,100 cruise points (extending every 350 Cruise Points) are earned or the offer will be considered forfeited. Cruise does not include taxes, fees, air transportation and/or transfers to the port of embarkation or disembarkation; or items of a personal nature (including, but not limited to, shore excursions, gratuities, some meals and beverages, photographs, service fees, and medical service). Complimentary cruise includes cruise ship accommodations, ocean transportation, most meals, some beverages, and most entertainment aboard the vessel. Offer applies to 1) accommodations up to balcony stateroom categories on or up to 7-night Caribbean sailings or \$2,400 towards the purchase of a cruise at 700 or 1050 Cruise Points; and 2) up to a junior suite category on or up to 7-night Caribbean sailings or \$3,200 towards the purchase of a cruise at 1,400 Cruise Points and above. Offer is subject to availability. Specific cruise and cruise dates to be determined by Royal Caribbean in its sole discretion. Complimentary cruises are non-assignable and non-transferable and may not be given, bartered, sold, or exchanged for cash. Complimentary cruises provided are subject to the terms and conditions in Royal Caribbean International's guest ticket cruise contract. It can be withdrawn at any time and cannot be combined with any other offer. Travel advisor commission will not apply. Offer does not apply to any ships in their first 365 days of service, holiday sailings (Christmas, New Year's, Thanksgiving, Easter/Spring break), or the peak summer months of June 15 thru August 15.

## YOUTH MEMBER BENEFITS

**40\_** Children share the same tier (up to Diamond Plus) as their parent until age 18. Children of Pinnacle Club members enjoy select onboard benefits of their parents, however, not the tier. Children will be removed from a loyalty relationship with a parent or guardian upon their 18th birthday. If it is found that a dependent or child is not immediately removed from a relationship upon their 18th birthday and accumulates a higher tier status outside of this time period, the dependent's record will be adjusted back to the appropriate tier status without notice.

**41\_** All minor youth members receive 50% off one (1) scoop of ice cream in a cup or cone at the Ice Cream Parlor. Available for purchase only on ships that feature the Ice Cream Parlor onboard (excludes Sugar Beach). Valid for use twice per sailing.

**42\_** Buy one Hollywood pay per view movie and receive a second movie free. Valid only on ships with Hollywood pay-per-view movies.

**43\_** Spend \$15 in Arcade Credits to get \$5 off your onboard expense account, or spend \$50 in Arcade Credits to get \$25 off. Eligible arcade discounts will be credited to your SeaPass account at the end of the cruise. Not combinable with any other arcade offers.

## GENERAL PROGRAM TERMS

Program level accrual is based on the number of eligible cruise points earned per individual. Cruise Points will be accrued at the end of each completed sailing. **Next tier benefits will be applied on the following sailing after point status has been earned. No next tier benefits shall be applied mid-cruise.**

Guests are eligible for Gold membership in the Crown & Anchor Society after one completed cruise. After 30 completed cruise points, they are eligible to become Platinum members. After 55 completed cruise points, they are eligible to become Emerald members. After 80 completed cruise points, they are eligible to become Diamond Members. After 175 completed cruise points, they are eligible to become Diamond Plus members. And those who have 700 or more completed cruise points are eligible to become Pinnacle Club members.

Cruise points are given for eligible cruises per stateroom category paid. Complimentary, promotional and/or reduced rate upgrades will not receive additional Cruise Points if final berth category is in a suite when moved from a lower stateroom category. Cruise Points are awarded to the guest whose name is entered into the reservation at the time of booking and completes the sailing. **Requests for missing cruises or points older than 12 months will not be accommodated.** Eligible cruises exclude all reduced cruise fares (e.g., employee/employee family rates, vendor rates, etc.), affinity groups and other cruises as designated by Royal Caribbean at its sole discretion. We shall not be liable for refunds or for damages resulting from failure to deliver such services. All Program discount coupons are subject to the Terms and Conditions stated herein and, on the discount, or promotional coupons. Cruise Point Promotions are not combinable. If a sailing qualifies for two or more Cruise Point promotions, then additional points will be awarded by evaluating the promotions and giving the guest the best available offer. Each Program member shall be responsible for advising the Crown & Anchor Society of address changes, and we shall have no liability for misdirected mail, or any consequences thereof.

A Crown & Anchor Society member can be added into a relationship with other family members in the same household and receive equivalent tier status; however, Cruise Points will remain according to actual cruises taken and calculated using the Program level accrual system described above. Pinnacle Club member tier status will not be awarded to dependents if earned by their parent and/or guardian. Pinnacle Club member tier status can only be earned by an individual, spouse or significant other\* by one of them accumulating 700 Cruise Points or more in the Crown & Anchor Society program.

For all tiers except Pinnacle Club, a relationship is defined as a spouse or significant other\* and children less than 18 years old. For Pinnacle Club a relationship is considered a spouse and/or significant other\*.

These Supplemental Terms are governed by the Crown & Anchor Society Program Rules (the "CAS Program Rules"), available at: <https://www.royalcaribbean.com/crown-anchor-society/programrules>. In the event of any conflict between these Supplemental Terms and the CAS Program Rules, the CAS Program Rules shall govern.

**\*In all instances, a "significant other" is defined as someone in a similar relationship to an individual as a spouse.**



**The information listed above is valid beginning on sailings departing August 1, 2024 and onward.**

Royal Caribbean reserves the right to modify the Crown & Anchor® Society, Club Royale®, and MyCruise® Rewards programs along with their terms and conditions, at any time and without notice. ©2024 Royal Caribbean Cruises Ltd. Ships Registry: The Bahamas.

## **Crown & Anchor Society® Terms & Conditions**

Effective Date: May 30, 2024.

**The following supersedes all prior CAS Program Rules. By participating or continuing to participate after the effective date, you agree to the following:**

The loyalty program for Royal Caribbean International® is operated by Royal Caribbean Cruises Ltd. (the “**Company**”) under the name, Crown & Anchor Society® (the “**Loyalty Program**”). The Loyalty Program operates under the terms and conditions as set out below unless expressly stated (the “**CAS Program Rules**”).

The CAS Program Rules govern the Company’s relationship with eligible members of the Loyalty Program (collectively “**Members**”, and individually, a “**Member**” or “**you**”), including how Members manage their accounts, book reservations, achieve status and earn points, as well as with third party programs which have a business relationship with the Loyalty Program (“**Partner Programs**”).

**THESE CAS PROGRAM RULES CONTAIN A BINDING ARBITRATION CLAUSE AND CLASS ACTION WAIVER THAT IMPACT YOUR RIGHTS ABOUT HOW TO RESOLVE DISPUTES WITH THE COMPANY. IF YOU DO NOT AGREE TO THESE TERMS, DO NOT ACCESS OR PARTICIPATE IN THE LOYALTY PROGRAM.**

The CAS Program Rules shall include additional supplemental terms on specific Loyalty Program benefits, amenities, offers, status, awards and services, available on the [Supplemental Terms](#) page (the “**Supplemental Terms**”). To the extent that terms are capitalized in these CAS Program Rules but not defined, those terms have the meanings defined in the Supplemental Terms. This includes but is not limited to Cruise Points, Gold, Platinum, Emerald, Diamond, Diamond Plus and Pinnacle Club.

By opening a Loyalty Program membership account (“**Account**” or “**Membership Account**”), accessing or by using your Membership Account number you were assigned (“**Membership Number**”), and/or receiving or redeeming benefits of the Loyalty Program, you agree that:

- you have read and accept these CAS Program Rules; and you have read and accept the [Website Terms of Use](#) which are incorporated by reference herein; and
- you consent to the collection, use, sharing, receiving and disclosure of your personal data among the Company, the Loyalty Program and Partner Programs, and each of their respective subsidiaries, affiliates and agents in accordance with the [Company’s Privacy Policy](#).

All Loyalty Program benefits, amenities, offers, awards and services are subject to availability and may be changed by the Company at any time without notice. The Company may terminate the Loyalty Program, in whole or in part, immediately, without notice, except in any jurisdiction if required to provide notice by applicable law. At the Company’s sole discretion, the Company may choose to substitute a similar loyalty program for the Loyalty Program at any time immediately upon notice to active Loyalty Members. If the Loyalty Program is terminated, all unredeemed Benefits (as defined below) will be forfeited without any obligation or liability, and no Benefit claims will be honored.

These CAS Program Rules supersede all previous terms and conditions applicable to the Loyalty Program. Company reserves the right to change, amend, modify or supplement these CAS Program Rules, the structure for earning and redeeming Benefits (as defined below), with or without notice, at any time and in its sole discretion even though such changes may affect the value of Cruise Points, or the ability to obtain certain Benefits (collectively “**Program Rule Changes**”). Any Program Rule Changes will be effective immediately, unless otherwise stated by Company, and may be posted to RoyalCaribbean.com. Members are responsible for remaining knowledgeable of the CAS Program Rules and any Program Rule Changes. You waive any right you may have to receive specific notice of such Program Rule Changes and your continued participation in the Loyalty Program will constitute your acceptance of any such Program Rule Changes.

## 1. **HOW TO JOIN THE LOYALTY PROGRAM.**

1.1. **Eligibility.** Membership in the Loyalty Program is free and available to any natural person who: (a) possesses the legal capacity to agree to the CAS Program Rules; (b) resides in a jurisdiction which legally permits participation in the Loyalty Program; (c) provides valid and accurate personal information when enrolling in the Loyalty Program; (d) is not already a member of the Loyalty Program; and (e) has not previously been terminated from the Loyalty Program by the Company or any of the Partner Programs. Corporations, groups, and associations are not eligible to participate in the Loyalty Program. Employees, officers, directors, agents and representatives of the Company and the Partner Programs are eligible to join.

- 1.1.a. Members are responsible for reading and understanding the CAS Program Rules, Account statements, and other communications from the Company about the Loyalty Program in order to understand his/her rights, responsibilities, and status in the Loyalty Program. If a Member has any questions about the Loyalty Program or these CAS Program Rules, the Member should contact 1-800-526-9723 if calling from the U.S. or Canada or 1-541-285-9723 if calling from outside the U.S. or Canada.
- 1.1.b. Members are responsible for reading the [Company's Privacy Policy](#) in order to understand how the Company collects, uses, and discloses a Member's data. If a Member has any questions about the Company's Privacy Policy or its collection, use, or disclosure of a Member's data, the Member should contact 1-800-526-9723 if calling from the U.S. or Canada or 1-541-285-9723 if calling from outside the U.S. or Canada.
- 1.1.c. Membership in and application for membership in the Loyalty Program is void if prohibited by law in the country of the Member's or applicant's domicile.
- 1.1.d. A Member must promptly notify the Company in the event that (i) he/she is not eligible for any reason, including, without limitation, pursuant to any applicable laws, gift policies or incentive policies, to earn Cruise Points, Benefits, "Tier" (as defined below) status, or any other benefits that a Member may earn under the Loyalty Program, or (ii) his/her Member Account has been credited with any Cruise Points, Tier status, or any other benefit that a Member may earn under the Loyalty Program that he/she has not earned or is not eligible to earn.

## 1.2. **Conditions of Enrollment.**

- 1.2.a. Enrollment. All eligible guests will be enrolled in the Loyalty Program upon completion of their first sailing . To enroll prior to completing a sailing, contact 1-800-526-9723 if calling from the U.S. or Canada or 1-541-285-9723 if calling from outside the U.S. or Canada.
- 1.2.b. Individual Membership. Only individuals are eligible for Loyalty Program membership, and each individual may maintain only one Membership Account. All Membership Accounts are individual Member Accounts and no joint or shared Accounts are permitted even if you reside within the same household. Loyalty Program benefits are non-transferable unless expressly stated otherwise.
- 1.2.c. Assignment of Membership Account and Membership Number. After applying to the Loyalty Program, or completing a sailing, a Membership Account will be opened and a Membership Number will be assigned to each applicant. Upon receiving this Membership Number, an individual becomes a Member eligible to earn Cruise Points.
- 1.2.d. Duplicate Accounts. A Member may not have one or more duplicate Accounts under the Loyalty Program at any time.
  - i. If more than one Loyalty Program Membership Number is assigned to an individual for the Loyalty Program, he/she will only accrue Cruise Points for one Membership Account. Duplicate Membership Accounts may be cancelled.

1.3. **Membership Communications.** The Company may also send Members promotions, offers and other communications from time to time, which may include, without limitation, items from third parties. The items from third parties are based on the information provided to the Company by a Member and any additional data the Company may maintain. Members may change personal details and communications preferences at any time by contacting 1-800-526-9723 if calling from the U.S. or Canada or 1-541-285-9723 if calling from outside the U.S. or Canada.

1.4. **Membership Termination.**

1.4.a. Termination by Member. A Member may cancel his/her membership in the Loyalty Program at any time by sending written notice of cancellation to Member Support. All Cruise Points accrued, as well as achieved member status, including Tier status, and Benefits will be forfeited immediately and may not be reinstated or transferred.

1.4.b. Termination by Company. The Company may cancel a Member's accumulated Cruise Points suspend Loyalty Program benefits, suspend Tier status or cancel a Member's Account at any time with immediate effect and without written notice, for any reason and in the Company's sole discretion including, without limitation, if the Company believes the Member has:

i. Made any use of the Loyalty Program for commercial purposes or fraudulent activity, or attempted to manipulate or abuse the Loyalty Program;

ii. Acted in a manner inconsistent with applicable laws, regulations, ordinances, Company policy and/or agreement;

iii. Failed to pay any bill when due to the Company or "RCG" (defined below) or failed to fulfill a financial obligation;

iv. Acted in an inappropriate, fraudulent, abusive or hostile manner;

v. Breached or violated any of these CAS Program Rules or the [Website Terms of Use](#);

vi. Engaged in any misconduct or wrongdoing in connection with the Loyalty Program including, without limitation, with respect to Benefits, Tier, or any other Loyalty Program or Partner Program benefits.

1.4.c. Effect of Membership Termination.

i. The Loyalty Program, Cruise Points, Benefits and Tiers and other related benefits and services are the sole property of the Company, and not the property of Members. On cancellation of membership in the Loyalty Program for any reason, all unredeemed Benefits, and other related benefits and services will be forfeited and a Member will no longer be able to participate in the Loyalty Program. Cruise Points, Benefits and other related benefits and services have no cash value and the Company will not compensate or pay cash for any forfeited or unused Benefits.

ii. If the Company cancels a Member's Account for any reason, the Member may not reapply for membership in the Loyalty Program except in very limited circumstances at Company's sole discretion, and any unauthorized Account opened in the Member's name following cancellation, as well as Benefits, Cruise Points, Tiers and other related benefits and services earned in that Account will be forfeited upon discovery.

iii. If a Member cancels his/her Account, the Member may reapply for membership in the Loyalty Program at a later date, but no Benefits, Cruise Points and other related benefits and services previously forfeited or expired will be reinstated to the Member Account and any Tier status will not be reinstated.

iv. Any Tier status terminates upon cancellation of a Member Account.

2. **PARTNER PROGRAMS.**

2.1. The Loyalty Program is among the loyalty programs for Royal Caribbean Group cruise brands, operated by Royal Caribbean Cruises Ltd., and its subsidiaries (collectively “**RCG**”) including the Celebrity Cruises® loyalty program, Captain’s Club (“**Captain’s Club**” or “**CC**”) and the Silversea Cruises® loyalty program, Venetian Society (“**Venetian Society**” or “**VS**”). VS and CC together the Partner Programs.

2.2. Subject to the [Loyalty Status Match Rules](#) (the “**Loyalty Status Match Rules**”), Members enrolled in Partner Program(s) and the Loyalty Program will receive complimentary Member Level (as defined in the Loyalty Status Match Rules) status across the Loyalty Program and Partner Program(s) commensurate with the program at which they have completed the qualification requirements set forth in the applicable program’s rules to achieve the highest Member Level in accordance with the Loyalty Status Match Rules.

3. **ABOUT THE LOYALTY PROGRAM.** The Loyalty Program provides Members with exclusive access, booking benefits and onboard privileges, as further detailed in Section 4. Members are eligible to earn and accumulate Cruise Points to reach tier status in accordance with the Supplemental Terms (each a “**Tier**”).

4. **BENEFITS.**

4.1. **Benefits of Membership.** Members may receive certain membership benefits detailed in the Supplemental Terms (“**Benefits**”) in accordance with their Tier status. Benefits are not exhaustive and are subject to limitations along with additional terms and conditions as the Company may implement from time to time, in its sole discretion, including but not limited to those in Section 4.2.

4.2. **Benefits available through the Loyalty Status Match Program.**

4.2.a. Members can only earn Cruise Points, with the Loyalty Program. Members who have received complimentary Tier status in the Loyalty Program through the Loyalty Status Match Program, or otherwise hold Tier status but have not earned the corresponding number of Cruise Points are not eligible for certain benefits unless and until the requisite number of Cruise Points have been earned (the “**CAS Excluded Benefits**”). The CAS Excluded Benefits include but are not limited to:

- i. Complimentary Pinnacle Club milestone cruises
- ii. Diamond Plus and Pinnacle Club amenities
- iii. Single supplement cruise fare reduction
- iv. Cheers with an Officer onboard event
- v. Milestone recognition (Crystal Block)
- vi. Upgraded bathroom amenities
- vii. Pinnacle Club milestone kits
- viii. Chef’s Choice amenity

5. **ADDITIONAL TERMS OF PARTICIPATION IN THE LOYALTY PROGRAM.**

5.1. **Monitoring Membership Accounts.** The Company reserves the right to monitor the Accounts of all Members, at any time and without notice, for compliance with the CAS Program Rules. The Company may review all Cruise Points and transaction history including, without limitation, requests for Benefits.

5.1.a. [Correction of Cruise Points and/or Benefits.](#) At any time and in the Company’s sole discretion (including, without limitation, where a Member was not eligible to earn a specific benefit pursuant to these CAS Program Rules), the Company may correct (i) the amount of points credited to a Member’s Account, and (ii) any other benefit that has been credited to a Member’s Account, including, without limitation, any Tier or Tier status. The Company also reserves the right, in its sole discretion, to prevent, cancel, or

reconcile any transaction where the Loyalty Program suspects there has been fraudulent activity connected with the transaction.

5.2. **Taxes.** Benefits may be subject to income or other taxes. The Member is responsible for paying all such taxes and for making all applicable disclosures to third parties including, without limitation, the party who paid for the transaction from which the Member. The Company will not be liable for any tax liability, duty or other charges in connection with the issuance of Cruise Points, Benefits, and other Member benefits.

5.3. **Interpretation of CAS Program Rules.** All interpretations of these CAS Program Rules regarding membership are at the Company's sole discretion, and the Company's decisions will be final. In the event of any discrepancy between the English version and any translated version of these CAS Program Rules, the English language version will govern.

5.4. **Limitation of Liability.** IN NO EVENT WILL ROYAL CARIBBEAN CRUISES LTD., ITS SUBSIDIARIES AND AFFILIATES, AND EACH OF THEIR RESPECTIVE DIRECTORS, OFFICERS, EMPLOYEES, AND AGENTS BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, EXEMPLARY, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, WHETHER BASED IN CONTRACT, TORT OR OTHERWISE, WHICH ARISE OUT OF OR ARE IN ANY WAY CONNECTED WITH THE LOYALTY PROGRAM, THESE CAS PROGRAM RULES, OR THE OPERATION OF THE LOYALTY PROGRAM.

5.5. **Governing Law; Time Limits to Bring Suit; Arbitration; Class Action Waiver.** In this Section 5.5 only, inclusive of all subsections, references to "we" "us", and "our" include Company and its past, present, and future parents, subsidiaries, affiliates and joint venturers, as well as our and each of those entities' agents, employees, predecessors, successors, and assigns. In this Section 5.5 only, inclusive of all subsections, references to "you" and "your" includes Member, as well as your and each of those person's assignees, heirs, trustees, agents, or other representatives.

5.5.a. TIME LIMITS TO PROVIDE NOTICE AND FILE A CLAIM.

NO CAUSE SHALL BE MAINTAINABLE AGAINST COMPANY UNLESS COMMENCED WITHIN ONE (1) YEAR FROM THE DATE SUCH CAUSE AROSE OR BE FOREVER BARRED, NOTWITHSTANDING ANY PROVISION OF LAW OF ANY STATE, TERRITORY OR COUNTRY TO THE CONTRARY.

5.5.b. CLASS ACTION WAIVER.

YOU MAY BRING CLAIMS AGAINST COMPANY ONLY IN YOUR INDIVIDUAL CAPACITY. EVEN IF THE APPLICABLE LAW PROVIDES OTHERWISE, YOU AGREE THAT ANY ARBITRATION OR LEGAL ACTION AGAINST COMPANY WHATSOEVER SHALL BE MAINTAINED BY YOU INDIVIDUALLY AND NOT AS A MEMBER OF ANY CLASS OR AS PART OF A CLASS OR REPRESENTATIVE ACTION, AND YOU EXPRESSLY AGREES TO WAIVE ANY LAW ENTITLING YOU TO PARTICIPATE IN A CLASS OR REPRESENTATIVE ACTION.

5.5.c. MANDATORY ARBITRATION.

PLEASE READ THIS SECTION CAREFULLY. IT AFFECTS YOUR RIGHTS IF THERE IS A DISPUTE.

Except as otherwise provided in the [Cruise Ticket Contract](#), any dispute or claim between you and us must be arbitrated. This agreement to arbitrate is intended to be broadly interpreted.

These CAS Program Rules requires you and us to resolve most disputes in arbitration after first trying to resolve them between us. Arbitration is less formal than a lawsuit in court and uses a neutral arbitrator instead of a judge or jury. Discovery is more limited in arbitration than in a court proceeding. Arbitrators can award the same individualized remedies that a court can award. Their rulings are legally binding and subject to very limited review by courts. Arbitration will take place on an individual basis. Class and representative proceedings are not allowed, and you and we cannot seek, and arbitrators cannot award, relief on behalf of others.

BY AGREEING TO ARBITRATE, YOU AND WE EACH WAIVE THE RIGHT TO SUE IN COURT, TO TRIAL BY JURY, OR TO PARTICIPATE IN A CLASS OR



REPRESENTATIVE ACTION. This Section shall survive termination of the CAS Program Rules or any other agreement between you and us.

i. *Pre-Arbitration Notice of Disputes and Informal Resolution.*

Before either you or we commence arbitration, the claimant must first send a written notice of dispute to the other (“**Notice**”). Any such Notice to Company must be sent by U.S. certified mail or professional courier service to Company c/o: Legal Dept, Royal Caribbean Cruises Ltd., 1050 Caribbean Way, Miami, Florida 33132 (“**Notice Address**”). Any such Notice to you will be sent to your address on file with us, or an address we may ascertain after conducting a public records search. The Notice must include: (a) the claimant’s name, mailing address, email address, and phone number; (b) the claimant’s Membership Number (if applicable); (c) a description of the nature and basis of the claim or dispute; and (d) the specific relief sought. The Notice must be personally signed by you (if you are the claimant), or by our business representative (if we are the claimant). Electronic signatures are not acceptable. If you have retained an attorney to submit your Notice, please also provide signed written authorization allowing us to share your data with your attorney.

After the Notice containing all of the information above has been received, within 90 days, either you or we may request an individualized discussion (by telephone or videoconference) regarding settlement (“**Informal Settlement Conference**”). You and we must work together in good faith to select a mutually agreeable time during business hours for the Informal Settlement Conference (which can be after the 90-day period). You and our business representative must both personally participate in the Informal Settlement Conference, unless otherwise agreed in writing. Your and our lawyers (if any) may also participate.

Any applicable statute of limitations or contractual limitations periods will be tolled during the “**Informal Resolution Period**,” which is the period between the date that a fully complete Notice is received by either you or us and the later of: (i) 60 days later; or (ii) the date an Informal Settlement Conference is completed, if timely requested.

ii. *Commencing Arbitration.*

An arbitration proceeding cannot be commenced until after the Informal Resolution Period has ended. Any court of competent jurisdiction will have authority to enforce this Section including the power to enjoin the filing or prosecution of arbitrations without first providing a fully complete Notice and participating in a timely requested Informal Settlement Conference. Any court of competent jurisdiction also may enjoin the assessment or collection of arbitration fees incurred as a result of such arbitrations. Further, unless prohibited by applicable law, the arbitrator shall not accept nor administer any arbitration unless the claimant has complied with the Notice and Informal Settlement Conference requirements.

iii. *Arbitration Procedure.*

The arbitration will be governed by the Consumer Arbitration Rules (“**AAA Rules**”) of the American Arbitration Association (“**AAA**”), as modified by this Section, and will be administered by the AAA. (If the AAA is unavailable or unwilling to administer arbitrations consistent with this Section another arbitration provider shall be selected by mutual agreement or by the court.) The AAA Rules are available online at [www.adr.org](http://www.adr.org) or by writing to the Notice Address. As in court, you and we agree that any counsel representing someone in arbitration certifies that they will comply with the requirements of Federal Rule of Civil Procedure 11(b), including a certification that the claim or the relief sought is neither frivolous nor brought for an improper purpose. The arbitrator is authorized to impose any sanctions available under that rule, the AAA Rules, or applicable federal or state law against all appropriate represented parties and counsel. The arbitrator may consider rulings in arbitrations involving different claimants against us, but an arbitrator’s

ruling is not binding in other proceedings. Except as provided in this Section below, the arbitrator shall apply the substantive law that governs these CAS Program Rules, and can award the same individualized remedies (including punitive and statutory damages and statutory attorney's fees and costs) that a court could award under applicable law. Unless you and we agree otherwise, the arbitration will be decided based on papers submitted by you and us. The arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based.

During the arbitration, the amount of any settlement offer shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which either you or we are entitled.

*iv. Arbitration Fees.*

We will pay all AAA filing, administration, case-management, hearing, and arbitrator fees ("**AAA Fees**") if we initiate an arbitration. If the aggregate value of your claims is US\$750 or less, we will pay all AAA Fees, so long as you have fully complied with the Notice and Informal Settlement Conference requirements in this Section. In such cases, we will pay the filing fee directly to the AAA upon receiving a written request at the Notice Address that you have commenced arbitration or, if the AAA makes you pay the filing fee, we will send that amount to the AAA and request that the AAA reimburse you. If, however, the arbitrator finds that either the substance of your claim or the relief you seek is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all such fees will be governed by the AAA Rules. If the aggregate value of your claims is US\$750 or more, you will pay all AAA Fees. In such cases, you agree to reimburse us for all monies previously disbursed that are otherwise your obligation to pay under the AAA Rules or this Section. For mass arbitration filings, you agree to pay all administrative fees for AAA to initiate the mediation process for the mass arbitration filings.

*v. Requirement of Individual Arbitration.*

The arbitrator may award declaratory or injunctive relief only in favor of the individual claimant seeking relief and only to the extent necessary to provide relief warranted by that claimant's individual claim. YOU AND WE AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR OUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS, REPRESENTATIVE, OR PRIVATE ATTORNEY GENERAL PROCEEDING. Further, unless both you and we agree otherwise, the arbitrator may not consolidate the claims of more than one person, and may not otherwise preside over any form of a representative, class, or private attorney general proceeding. If, after exhaustion of all appeals, any of these prohibitions on non-individualized declaratory or injunctive relief; class, representative, and private attorney general proceedings; and consolidation are found to be unenforceable with respect to a particular claim or with respect to a particular request for relief (such as a request for injunctive relief), then that claim or request for relief shall be severed and decided by a court after all other claims and requests for relief have been arbitrated.

*vi. Mass Arbitrations.*

If 25 or more claimants submit Notices or seek to file arbitrations raising similar claims and are represented by the same or coordinated counsel (whether such cases are pursued simultaneously or not), all the cases must be resolved in staged proceedings. You agree to this process even though it may delay the arbitration of your claim. In the first stage, we and claimants' counsel will each select up to 25 cases (50 cases total) to be filed in arbitration and resolved individually by different arbitrators. In the meantime, no other cases may be filed or proceed in arbitration, and the AAA must not assess or demand payment of fees for the remaining cases or administer or accept them.

The arbitrators are encouraged to resolve the cases within 120 days of appointment or as swiftly as possible thereafter, consistent with fairness to the parties. After the first stage is completed, the claimants must engage in a single mediation of all remaining cases, and we will pay the mediation fee. If the remaining claimants and we cannot agree how to resolve the remaining cases after mediation, we and claimants' counsel will repeat the process of selecting and filing up to 50 cases to be resolved individually by different arbitrators, followed by mediation.

If any claims remain after the second stage, the process will be repeated until all claims are resolved, with four differences. First, a total of 100 cases may be filed in the third and later stages. Second, the cases will be randomly selected. Third, arbitrators who decided cases in the first two stages may be appointed in later stages if different arbitrators are not available. Fourth, mediation is optional at the election of counsel for the claimants.

Between stages, counsel will meet and confer regarding ways to improve the efficiency of the staged proceedings, including whether to increase the number of cases filed in each stage. Either party may also negotiate with AAA regarding the amount or timing of AAA fees.

If this Section applies to a Notice, the Informal Resolution Period for the claims and relief set forth in that Notice will be extended (including the tolling of any applicable statute of limitations or contractual limitations period for the claims and requested relief) until that Notice is selected for a staged proceeding, withdrawn, or otherwise resolved. A court will have the authority to enforce this Section, including by enjoining the mass filing, the prosecution or administration of arbitrations, or the assessment or collection of AAA fees.

This subsection and each of its requirements are intended to be severable from the rest of Section. If, after exhaustion of all appeals, a court decides that the staging process in this Section not enforceable, then the cases may be filed in arbitration and the payment of AAA filing, administration, case-management, hearing, and arbitrator fees will be assessed as the arbitrations advance and arbitrators are appointed rather than when the arbitrations are initiated.

vii. *Future Changes to this Section.*

Notwithstanding any provision in these CAS Program Rules to the contrary, you and we agree that if we make any future change to this Section (other than a change to the Notice Address), you may reject that change by sending us written notice within thirty (30) days of the first notice of the change to the Notice Address provided above. To be effective, your rejection must include your name, mailing address, email address, phone number, booking reference, and a statement personally signed by you that you wish to reject the change to this Section. By rejecting that future change, you are agreeing that you will arbitrate any dispute or claim between you and us in accordance with the language of this provision, as amended by any changes that you did not timely reject.