Crown & Anchor® Society Terms & Conditions

Effective Date: January 30, 2026.

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.

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 (or, if you are a Minor (as defined herein), your parent or legal guardian agrees) 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; (c) resides in a jurisdiction which legally permits participation in the Loyalty Program; (d) provides valid and accurate personal information when enrolling in the Loyalty Program; (e) is not already a member of the Loyalty Program; and (f) 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. Persons under the age of 18 ("**Minors**") must obtain their parent's or legal guardians' consent prior to participation.

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, download the Royal Caribbean mobile application (for Apple or Google Play), visit the visit the Royal Caribbean Website or 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 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. Each Member is responsible for providing the Loyalty Program with accurate and current contact information. Company is not responsible for any misdirected mail, or any consequences as a result thereof.

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 crownandanchor@rccl.com. 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, including Solo Traveler Points and Bonus Cruise Points (each as defined herein), 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;
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. 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 (each a "**Cruise Point**" and together "**Cruise Points**") to reach tier status at "**Gold**" (3 Cruise Points), "**Platinum**" (30 Cruise Points), "**Emerald**" (55 Cruise Points), "**Diamond**" **(80 Cruise Points)**, "**Diamond Plus**" (175 Cruise Points) and "**Pinnacle Club**" (700 Cruise Points) (each a "**Tier**").

2.1. **Earning Cruise Points**. Members earn and accumulate Cruise Points at the rate defined in Section 2.1.a. (the "**Standard Cruise Points Earning Rate**"). Cruise Points are awarded at the stateroom category rate paid, not the stateroom category berthed. Accordingly, unless otherwise explicitly stated in the terms and conditions of an offer, Members will not receive additional Cruise Points for complimentary, promotional (excluding loyalty promotions) and/or reduced rate upgrades (including but not limited to through RoyalUp). Cruise Points will be earned and accrued at the end of each completed Sailing (as defined below). The Member's Membership Number must be included on the Sailing reservation at the time of booking for the Member to earn the Cruise Points. Cruise Points cannot be accrued or applied mid-sailing. Cruise Points will post to the Member's Account within thirty (30) business days of disembarkation from the completed Sailing. Any Milestone benefits shall be available to the Member on any future Sailing after achieving the Milestone(s). No Milestone benefit(s) can be applied retroactively. "**Sailing**" shall mean any sailing on a Company Ship[1] during which Members are eligible to earn the number of Cruise Points equivalent to the sailing length, and specifically exclude any sailings purchased at a reduced cruise fare, including but not limited to employee vacation, friends and family rates, travel agent rates, vendor rates, interlines rates, charters, net rates and other sailings, such as non-revenue sailings (e.g. speakers, employees, etc.), designated by Company in its sole discretion.

2.1.a. Standard Cruise Points Earning Rate. Members earn and accrue Cruise Points at a rate of one (1) Cruise Point per night sailed on a Sailing and an extra Cruise Point per night sailed on a Sailing for suite accommodations (categories RL, RS, PS, SL, TS, A1, A2, A3, CL, OS, FS, GS, IS).

i. *Cruisetours*. Members earn and accrue additional Cruise Point(s) per Cruisetour day at the completion of a Sailing at the Standard Cruise Points Earning Rate for their stateroom category.

ii. *Solo Traveler Cruise Points*. Members will receive an additional Cruise Point per night sailed on a Sailing in any stateroom category, double occupancy, paid at the single pricing type ("**Solo Traveler Points**").

2.1.b. Bonus Cruise Points. Any Cruise Points earned over and above the Standard Cruise Points Earning Rate, including but not limited to in connection with any promotional offer (together "**Bonus Cruise Points**") are subject to the Program Rules. Offers awarding Bonus Cruise Points are not combinable each other. If a Member qualifies for two (2) or more Bonus Cruise Points offers in connection with a Sailing, Cruise Points will be awarded at the offer with best rate, as determined by Company in its sole discretion.

2.1.c. Relationship Status. A Member can link their Member Account to a family member in the same household to which there is an established Relationship (as defined in Section 2.1.c.i.) and receive complimentary Tier status equivalent to that family member by calling Member Support at 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. Cruise Points will be earned and accrued at the Standard Cruise Points Earning Rate but a Member can enjoy Benefits at the Tier level of their Relationship when sailing.

[1] A list of Company ships can be at https://www.royalcaribbean.com/cruise-ships (each a "**Ship**").

i. *Relationship*. For all Tiers excluding Pinnacle, a Relationship is defined as (i) a spouse, significant other; (ii) verified children under 18 years old who share the same physical address; or (iii) an adult travel companion (18+) who is not a dependent child or a relative, whom share a stateroom for ten (10) sailings or more. For Pinnacle Club, a Relationship is defined as a spouse or significant other who is verified as sharing the same address. A significant other shall mean someone in a relationship similar to that of a spouse.

ii. *Termination of a Relationship*. If Members do not reside at the same household, Company may unlink the Member Accounts. Members can unlink their Member Accounts by calling Member Support at 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. In the event a Relationship is dissolved, each Member's Tier will be adjusted to reflect the Cruise Points they have earned individually.

3. PARTNER PROGRAMS.

3.1. **Partner Programs**. 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.

3.2. **Loyalty Status Match**. 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.

3.3. **Points Choice**. A Member may submit a request ("**Points Transfer Request**") to convert points earned through a Partner Program (e.g., Club Points for CC ("**CC Points**") or VS Days for VS ("**VS Days**"), each as defined in the applicable Partner Program) (the "**Partner Points**") to Cruise Points, or Cruise Points to Partner Points, at a designated exchange rate (the "**Points Transfer**") by completing and submitting the "**Points Transfer Form**", as defined in Section 3.3.a. below, at any time prior to the sailing on which the Cruise Points or Partner Points, as applicable, will be earned, up to fourteen (14) days following their completion thereof.

3.3.a. Points Transfer Form. A Member may submit a request to convert Cruise Points to Partner Points by visiting the Points Choice page on our website and completing the Points Transfer Form. A Member must initiate a Points Transfer Request to transfer Partner Points to Cruise Points with the applicable Partner Program.

3.3.b. Exchange Rate**.** The exchange rate applicable to a Points Transfer (the "**Exchange Rate**") varies by Partner Program and stateroom category as follows:

i. *Cruise Points to Partner Points*. A Member may convert Cruise Points to Partner Points at the following Exchange Rate:

Stateroom Category	Royal Caribbean Crown & Anchor Points per Night	Celebrity Cruises Captain's Club Points per Night	Silversea Venetian Society VS Days per Night
Ultimate Family Townhouse	2	24	1
Royal Lofts, Icon Loft with Balcony, Solarium Suite	2	18	1
Star Lofts, Ultimate Family Suite, Ultimate Panoramic Suite	2	12	1
AquaTheater Suites, Royal Suite, Crown Loft Suite with Balcony, Sky Loft Suite with Balcony, Owner Suites, Panoramic Ocean View Suite, Villa Suite — 4 Bedroom, Grand Suites, Surfside Family Suite	2	8	1
Sky Suites, Sunset Suites, Junior Suites, Double JS Regular Balcony, Quad JS Large Balcony, Quad JS Regular Balcony	2	5	1 VS Day for every 2 Royal Nights
Ocean View Suite — 2 Bedroom without Balcony	2	5	1 VS Day for every 3 Royal Nights
Ocean View Suite without Balcony	2	3	1 VS Day for every 3 Royal Nights
Balcony & Neighborhood	1	3	1 VS Day for every 3 Royal Nights
Inside & Oceanview	1	2	1 VS Day for every 4 Royal Nights

ii. *Partner Points to Cruise Points*. A Member may convert VS Days to Cruise Points at the Exchange Rate available on the VS Points Choice Webpage **here**. A Member may convert CC Points to Cruise Points at the Exchange Rate available on the CC Points Choice Webpage **here**.

iii. *Solo Traveler Points through Points Choice*. Any Member who transfers Partner Points to the Loyalty Program with Points Choice is eligible to receive Solo Traveler Points as if they had completed the sailing on a Company ship. Once Partner Points have been converted to Cruise Points, Solo Traveler Points will be awarded and automatically transferred to the Member's Loyalty Program Account along with the corresponding Cruise Points. To receive Solo Traveler Points, the Member must have paid the single pricing type applicable to that Celebrity Cruises or Silversea Cruises sailing in any stateroom category, double occupancy.

3.3.c. Points Transfer Requirements and Restrictions.

i. *Member Account Requirements*. Members requesting to convert Partner Points earned through Partner Programs to Cruise Points, or Cruise Points earned through the Loyalty Program to Partner Points, must be a member of both the Loyalty Program and the Partner Program in order to successfully complete the conversion. A Member may only submit a Point Transfer Request to transfer Partner Points from their Partner Program account to their Loyalty Program Account and may not transfer Partner Points to the Loyalty Program Account of another individual. A Member may only submit a Point Transfer Request to transfer the Cruise Points from their Loyalty Program Account to their Partner Program account and may not transfer Cruise Points to the Partner Program account of another individual.

ii. *Restrictions*. Bonus Cruise Points and Solo Traveler Points cannot be transferred to a Partner Program and will be forfeited upon submission of a Points Transfer Request for such Sailing. All Cruise Points eligible earned by a Member in connection with a Sailing must be transferred to a Partner Program, no partial transfers of Cruise Points are permitted. No partial Partner Points are awarded. Any Points Transfer of Cruise Points to Partner Points that would result in a partial Partner Point will be rounded down to the nearest whole number. Cruise Points can only be transferred once and must have been earned by the Member on a Company Sailing.

3.3.d. General.

Registration for Points Choice is not required but may be subject to eligibility criteria, from time to time, as set forth by the Loyalty Program and Partner Programs. Members engaging in a Points Transfer are required to ensure that the account holder name in both their Partner Program account and the Loyalty Program Account match to ensure that the Points Transfer transaction successfully posts to the Account. Once Partner Points have been converted to Cruise Points, they will automatically be transferred to the Member's Loyalty Program Account. In most cases, Cruise Points transferred to the Loyalty Program from a Partner Program will be posted to the Member's Loyalty Program Account in up to thirty (30) days from Company's receipt of the Points Transfer Form and Member's completion of the Partner Program sailing. The terms and conditions of the Partner Program control the use and transfer of Partner Points. Once a Points Transfer has been requested, cancellation, changes, reissuance, and/or refunds of Partner Points are not allowed. Upon transfer, the terms and conditions of the program to which the points were transferred apply.

The Loyalty Program and Partner Programs have the right to terminate the Points Transfer or to change the Points Transfer policies, procedures, conditions of participation, benefits, awards, Exchange Rate(s) and special offers, in whole or in part, at any time, with or without notice. The Loyalty Program reserves the right, in its sole discretion, to prevent or cancel transactions where (i) the Loyalty Program has reason to believe that the identity of the Member converting the Partner Points to Cruise Points does not match the identity of the person receiving the Cruise Points or (ii) where the Loyalty Program suspects there has been any fraudulent activity. For details on joining a Partner Program, please refer to the particular Partner Program's terms and conditions. The terms and conditions of each Partner Program control the distribution of the Partner Points earned through Partner Program. The Points Transfer is subject to the terms and conditions of each Partner Program.

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.

5.2. **Adjustments**.

5.2.a. Missing Cruise Points. A Member may request credit for Cruise Points that are not reflected in a Member's Account for Sailings by emailing crownandanchor@rccl.com or calling Member Support at 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. All requests must be received within one (1) year of disembarkation from the completed applicable Sailing to receive any credit.

5.2.b. 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.

5.3. **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.

5.4. **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.

5.5. **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.

5.6. **Governing Law; Time Limits to Bring Suit; Arbitration; Class Action Waiver**. In this Section 5.6 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 5.6 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.

5.6.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.

5.6.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.

5.6.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 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.