



# ROYAL CARIBBEAN INTERNATIONAL®

# CONTACT LIST

## Customer Service

### Pre-Cruise:

7am - 11pm EST Mon-Fri  
9am - 8pm EST Sat/Sun (800)  
529-6918  
web\_reservations@rccl.com

### Cruise Planner:

*(Onboard Reservations)*  
precruiseplanner@rccl.com  
(800) 398-9819

### Post-Cruise:

available 24/7  
(800) 256-6649  
RoyalGuestRelations@rccl.com  
cruisecomments@rccl.com

## General Main Dining Room

Requests and Inquiries  
rclldining@rccl.com

## Cruisingpower Automation

**Support Desk** 9am - 7:30pm EST  
Mon-Fri (800) 443-5789  
(305) 539-6009 Fax  
cmsupport@rccl.com

## AIR2SEA<sup>SM</sup>

8am - 2am EST Mon-Fri  
9am - 2pm EST Sat/Sun  
(800) 533-7803  
air2sea@rccl.com

## Emergency Travel Team 24\*7

(365 days a year)  
(800) 256-6649  
(305) 539-4107  
select option "2"  
EmergencyTeam@rccl.com

## Guest Sales & Service Individual Reservations

8am - 11pm EST Mon-Fri  
9am - 8pm EST Sat/Sun  
(800) 327-6700  
www.cruisingpower.com

## Group Sales & Service

8am - 10pm EST Mon-Fri,  
9am - 7pm EST Sat/Sun  
(800) 327-2055  
(800) 722-5505 Fax grouprequests@rccl.com

## Corporate Sales

9am - 6pm EST Mon-Fri  
(800) 345-7225 Option 3  
(800) 722-5210 Fax  
www.royalcaribbeanincentives.com

## Crown & Anchor® Society Loyalty Programs

8am - 11pm EST Mon-Fri  
9am - 8pm EST Sat/Sun  
(800) 526-9723  
(541) 285-9723  
Outside US & Canada  
crownandanchor@rccl.com

## Brochures & Promotional Materials

8am - 11pm EST Mon-Fri  
9am - 8pm EST Sat/Sun  
(800) 255-4373  
Canada (800) 387-2835  
www.CruisingPower.com

## Group Shore Excursion Desk

groupshorex@rccl.com

## Alaska Cruisetours Sales & Service

www.royalcaribbeancruisetours.com  
FIT CruiseTours: 8am - 11pm EST Mon-Fri /  
9am - 6pm EST Sat-Sun  
Groups CruiseTours: 9am - 9pm EST Mon-Fri /  
9 am - 6pm EST Sat-Sun

## Royal Caribbean Travel Protection Plan Desk at AON

8am-10pm EST Mon-Fri  
9am-5pm EST Sat/Sun  
(800) 453-4022  
24-hour emergency number:  
(866) 509-7716 or (603) 898-2679  
Claim forms may be obtained  
at www.TravelClaim.com

## Amenities Packages

### Bon Voyage

8am - 11pm EST Mon-Fri  
9am - 8pm EST Sat/Sun  
(800) 722-5443  
(800-RCCL-GIFT)  
(800) 722-5810 Fax  
www.CruisingPower.com  
(purchase gifts in the Booking  
tools section)

## Royal Celebrations

9am - 6pm EST Mon-Fri  
(888) 933-7225  
(888-WED-RCCL)  
royalcelebrations@rccl.com

## Sales

8am - 7pm EST Mon-Fri  
(800) 327-2056  
Select option "1" then option "4"

## Access Desk

9am - 6pm EST  
(954) 628-9622 Fax  
(866) 592-7225  
special\_needs@rccl.com

## Accessible Shore Excursions

shoreexAccess@rccl.com  
(305) 982-2547

