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Att: Mr. Michael W. Bayley, CEO

ROYAL CARIBBEAN CRUISES LTD.

1050, 1080 & 1040 Caribbean Way
Miami, FL 3313

Dear Mr. Bayley

While cruising on the 2nd leg of our back to back cruise on Allure of the Seas, from Nov 25th to the 9th of Dec we met a couple in Blaze (the Diamond Lounge) who you know as having been on a number of President's cruises and will be on the 50th. After describing our 1st weeks adventure which I call the week from Hell to Pat Sturgess-Johnson, she suggested I write to you personally due to the lack of on-board responses as what happened is not right.

My wife and I only resumed cruising a little over 5 years ago and since then are now two cruises away from your loyalty level of Diamond Plus, however we would already ben there had Celebrity Millennium's days been included. Up to this point we have been only on Royal and as I explained to Pat, because of having booked our upcoming cruises on Rhapsody, Oct 12th 2019, and Brilliance Nov 3rd 2019 while we were on Explorer (Sydney-Seattle) this past spring 2018, I was of the impression that by waiving the on-board credit offered that I was receiving the best price possible and that it was guaranteed to be so. All of our trips, save, the Allure were booked on board Royal Caribbean. I believed this to be true until I decided that we will continue from Venice to Barcelona on board Rhapsody Oct 19th, 2019

(I must tell you that we are members of Direct Buy and Vida, both travel clubs that have the same travel agency and offer competing travel opportunities, discounts etc.)

Back to Rhapsody, Oct 19th, I went to my Crown and Anchor account and checked for a continuing cruise and then just to see what these two agencies have to offer, I found my ocean view cabin for about a thousand dollars less, didn't get a cabin credit but the savings were enough to book the cruise with them. Then out of curiosity I checked with them and was shocked that I could save \$1500.00 on my Nov 3rd Brilliance booking. So I called Royals' 1-800 to see whether I could transfer the booking. I was told there was nothing that could be done as it was past the 60 day window to transfer and beside the Royal agent indicated that they would not match pricing. I decided to eat the \$270.00 deposit and live with my blessings (the savings). The while looking at another prospective cruise I found the same was even on the 1-800 system, so I though out of further curiosity I would look at my Oct 12th booking and found not only a \$1000 savings but that at the time I could book the Grand Suite for what I paid for my balcony and for \$500 less than what I paid a Junior Suite. I will be looking at these options while I am home over the next week or so.

On being made aware of another cruise by a couple who we met on Explorer I would normally have said "pass" but they said it was on MSC – Durban to Venice and that MSC matches all other cruise line

loyalty levels. I purchased the trip as Royal had nothing comparable and now that I am a disgruntled Royal traveller I will be looking at alternative trips on the others, I perhaps won't get Diamond status, but I do not drink alcohol, so drink package offers do not tempt me but gratuities, internet etc. do and perhaps price will dictate from now on and was accelerated due the week from hell that I mentioned in the first part of this correspondence, but I will miss the daily get togethers' when the venue is in the real diamond lounge.

The week:

On arrival to Miami at the new terminal which looks impressive, I was encountered to the first of a multitude of delays, it took the cab nearly a half hour to travel the last 1-200 feet and the traffic coordinators had us dropped as far away from the entry doors as one can get (almost the entire length of the building) (and our fault as we arrived at noon), but we figure we are diamond so we will get through quickly. The only signage for loyalty was Pinnacle and it was not even on the same level. On to Allure, it took only 45 minutes and a very long walk, I have had two knee replacements and my wife just recovered from a broken leg, we did not see any evidence of assistance and we did not ask. At check-in I showed our pre-printed sail passes and was asked why we had not downloaded the Royal App, had I done so we would have been whisked right through. However the app that I was sent by e-mail the morning of departure was for an "I" phone from the apple site, but I have an android phone and there was no opening for it and I am not savvy enough to find where I could get the android app, besides the printers at my hotel lobby only allowed airline boarding passes to be made.

We had to wait to have our photos taken over as the individual who was processing us felt there were not suitable, I asked about the differences between the two sail passes that I had, one said we were diamond and the other showed nothing, she did not know and said that we could resolve it with guest services once on board, the only thing being done at the desk was the info on our first 7 day cruise nothing on our 2nd 7 days. Once on board I waited in line at guest services for nearly an hour only to be told that nothing could be done related to the next cruise until after leaving Cozumel. So I waited until the next day after Cozumel as every time I went by guest services it was extremely busy. While visiting the Diamond club it turned out that the Next Cruise Manager was there to assist loyalty members in their cruise requirements. After telling our Concierge about the cruise price issue she introduced us directly to the Next Cruise Manager. She told me that the price issue comes up frequently and I should be happy I got such a great deal. At that point I determined that I would not book a cruise on board even if it meant losing out on something unique.

I returned to guest service and did not get near the desk because for the matter I told the greeter about required me to have my passport...do you have any idea how far it is from 11106 to guest services?? So instead I took my passport up to the diamond lounge and Usha kindly told me she would take care of the problem of the booking I had discussed with her and left it at that. Next day I was up to make a copy of the booking changes I planned for Venice to Venice so that I could call my agent when I got home. Usha was there, and I asked her how the discussion went about my booking issue, she called down and was told that my Passport was required, I had it with me and scanned it and copied it into an e-mail while I was there and sent it to Crown and Anchor. I wondered why they did not get back to the concierge once they knew they needed a passport if I had not intervened, I do not know what would have happened as it turned out it did not matter. Now I figured the issue is over.

On Friday night when we returned to our room after dinner the departure papers and luggage tags were on the bed, the time of departure that I had on my set sail pass was not even correct. I thought about this for a moment, if I was getting departure tags the system must not have been changed showing we were back to back. I went directly down to guest services which was more crowded than normal and went directly to the counter, the greeters tried to stop me but I demanded that someone look after this problem

immediately. After several people got involved, I was told by whom I figure was a senior person (they had stripes on their shoulders) that they needed my passport once again and that they would manually enter the information into the system and all would be OK. I had my wife's passport with me as she was also persona-non-grata and advised that by Saturday morning I would have a new room pass-card, that I would get a call as soon as it was created and could come down and pick it up and getting back onto the ship on Sunday would not be a problem.

Following morning, no call no card but it was early, in the meantime I was using my internet package from Diamond and I see a Royal Caribbean e-mail for a room upgrade offer for my next weeks cabin, but on trying to open it the verbiage was NOT AVAILABLE, I went to Crown and Anchor and was told that it did not apply for next week but for cruises 60 day out so I figure I could use it on Rhapsody, NOT.... At ten that evening the guest service Mgr. Silvatta (I think that's what her name was) arrived at our cabin door with the re-entry cards promised earlier. She told us that if there were any issues on returning to the ship to ask for her, the gentleman next to her, had a handful of the same type of cards and I knew at that moment that we were not alone, and nobody would admit anything.

On Sunday morning as I was heading to the Diamond Lounge for a coffee I saw 6:30 AM express checkout line right back into Silk, the coffee machine was broken down once again. (someone should look at a different brand as Brilliance had the same problem and so does Marriott). We departed about a half hour later than planned as the 6:30 group only got released at 7:30

Our day at Vizcaya in south downtown Miami was wonderful and leisurely taking my mind off this past awful week, we returned at 3:30 in the afternoon and flew through the terminal until we hit the card reader. The cards that we had received were Blank!! If we did not have our passports (which would have been in our room safe had we had the same room) and our previous weeks pass cards they probably would not have let us back on the ship. They tried to take new photos, one machine would not work. Once on the ship we went to guest services and asked for Silvatta, we were told she was not available, after explaining the situation we were provided with new cards, on arrival there was nothing to indicate that were nothing other than first time passengers, by Tuesday it was straightened out, we got our robes, the letter of Diamond offers and a 2nd 140 day crystal. I ascertained that no one was checking records. If you want the crystal back, I will be more than happy to return it as it does not belong to me.

I do not have anymore to say at this point so I shall close off by saying that if I do not hear back from you or someone in authority with regards to this travel nightmare and satisfaction that Royals Next Cruise offers the best price on board I shall be a former Diamond Plus Crown and Anchor Society member and then base all my future cruises on price rather than brand loyalty as I will know by then that it means nothing. I may also be your worst Clair commercial message when discussing the Royal Caribbean name.

Allan Hill

Crown and Anchor membership # 3669xxx

Allure itinerary #48xxx Nov 25, 2018

Allure itinerary #170xxx Dec 2, 2018

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