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ROYAL CARIBBEAN ANNOUNCES ENHANCED PROGRAM FOR SUITE GUESTS New "Suite" Life Provides Vacationers with Even More Personalized Service

MIAMI, February 17, 2009 – Royal Caribbean International today announced a comprehensive enhancement to the cruise line's program for guests booked in suite category staterooms. The new suite program is designed to focus on distinctive and personalized servicing and touch every aspect of the guests' experience from arrival through departure. Suite guests will enjoy a myriad of special privileges and upgraded amenities for their cruise, along with Royal Caribbean's world-renowned friendly, engaging and attentive Gold Anchor Service from every member of its staff and crew. The new suite program will be implemented fleetwide in March 2009.

"The new suite program allows Royal Caribbean to provide our guests with a premium vacation that is personalized and seamless," said Lisa Bauer, senior vice president, Hotel Operations, Royal Caribbean International. "With more than 2,000 suites across the fleet, Royal Caribbean is one of the largest suite operators in the hospitality industry. Our extensive range of suites combined with the new suite amenities and offerings and Royal Caribbean's Gold Anchor Service creates a compelling cruise experience for our guests that desire a more exclusive vacation."

On arrival at the pier, guests booked in the **Presidential Family Suite, Royal Suite, Royal Family Suite, Owner's Suite**, and **Grand Suite** have access to dedicated security (where available) and check-in lines to help ease them swiftly through the embarkation process and directly to their suite accommodations. Additionally, guests booked in the Royal Suite and Presidential Family Suite are personally welcomed by a senior officer at the cruise terminal and escorted to their suite.

Upon check-in, all guests booked in Grand Suites or higher category staterooms receive distinctive gold SeaPass cards, which enable ship crew and staff to provide them with the personalized service and offerings available to suite guests throughout their cruise. On arrival in their suites, guests are welcomed with complimentary water and a fruit plate. Complimentary slippers, luxury spa bathrobes, and Royal Caribbean's exclusive range of Vitality bathroom amenities – specially created for the cruise line – set the tone for a relaxing and rejuvenating cruise vacation. In the evenings, guests can satisfy their sweet tooth with Ghirardelli chocolates at turndown, and ensure a perfect night's rest with Royal Caribbean's plush duvet and bedding, including a special menu to select their pillow of individual preference.

(more)

Royal Caribbean Announces New Enhancements for Suite Guests - Page 2

On the first formal evening of the cruise, these guests are treated to a pre-dinner cheese presentation, and on the second formal or final evening of the cruise, a 'petits fours' plate during turndown service. Guests also enjoy complimentary 24-hour room service and coffee and tea service throughout their cruise, and the exclusive privilege of ordering from the main dining room's full breakfast, lunch or dinner menus to dine in the privacy of their suite. For guests wanting to stay in, a popular board game from toy brand, Mattel's game menu could be ordered for delivery to the suite for hours of fun game time. A dedicated suite attendant will deliver Royal Caribbean's Gold Anchor Service throughout the cruise and help to fulfill any special requests, such as pressing service – complimentary on formal evenings.

Guests booked in the Grand Suite and higher category staterooms have special privileges and access on their Royal Caribbean cruise, including an invitation to an exclusive private cocktail reception hosted by the Captain of the ship. Reserved VIP seating in the main theater for entertainment shows, and priority bookings for appointments in the salon and spa, and for tendering and shore excursion tickets, are some of the benefits provided to suite guests. On Voyager- and Freedom-class ships, suite guests have reserved VIP seating poolside as well as at the spectacular ice shows in the Studio B venue. Guests dining in the Windjammer during breakfast and lunch also enjoy reserved private seating in the adjacent specialty restaurants.

Aboard Radiance-, Voyager- and Freedom-class ships, these suite guests will receive a personal key to the **Concierge Club**. Hosted by the ship's concierge, the Concierge Club offers suite guests a relaxed atmosphere, business services such as faxes and photocopies, an extensive library of DVDs and CDs, and complimentary continental breakfast and pre-dinner cocktail receptions daily. The concierge is on-hand to see to the needs of the suite guests and assist with any special requests, such as securing reservations in specialty restaurants; pre-ordering wine for dinner; booking Explorations! shore excursions; scheduling spa and salon appointments; and arranging a private event.

At the conclusion of their cruise, these suite guests enjoy priority departure from the ship and complimentary valet luggage service, where their bags are automatically transferred to the airport, freeing them to enjoy an excursion or other pursuits at the port city.

(more)

Royal Caribbean Announces New Enhancements for Suite Guests - Page 3

Not to be forgotten, guests occupying **Junior Suite** category staterooms and distinguished by their silver SeaPass cards enjoy many onboard benefits to make their cruise memorable. Junior suites offer complimentary Vitality bathroom amenities, coffee and tea service ensuite, terrycloth bathrobes for use onboard, and Royal Caribbean's plush duvet and bedding. Throughout, a dedicated suite attendant will cater to guests' special requests and deliver Royal Caribbean's renowned Gold Anchor Service.

As part of the new suites program, Royal Caribbean also is upgrading furnishings in all suite category staterooms. The installation of new plush sofa-beds, casually elegant deckchairs and tables, and state-of-the-art entertainment systems with flat-panel televisions and CD/DVD will be completed by 2010.

All Royal Caribbean suites include a balcony for a total living area up to 2,025 square feet. The **Royal Suite** features a digital baby grand player piano, a bar, and panoramic sea views through a glass panel wall that spans the length of the suite. On Asia, Alaska, South America and Europe itineraries, suite guests can enjoy a closer look at the unfolding shoreline with complimentary binoculars to use onboard. Introduced aboard the cruise line's celebrated Freedom-class ships, the **Presidential Family Suite** is a four bedroom, four bathroom suite accommodating up to 14 guests. Other suite category staterooms include the **Royal Family Suite**, **Owner's Suite**, **Grand Suite**, and

Junior Suite

Royal Caribbean International is a global cruise brand with 20 ships currently in service and two under construction. The line also offers unique cruisetour vacations in Alaska, Asia, Australia, Canada, Europe, South America and New Zealand. For additional information or to make reservations, call your travel agent, visit <u>www.royalcaribbean.com</u> or call (800) ROYAL-CARIBBEAN. For travel professionals, go to <u>www.cruisingpower.com</u> or call (800) 327-2056.

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