

## RSSC RESERVATIONS EXPEDITED SERVICE - TIPS FOR TRAVEL ADVISORS

With the many safety and geo-political developments continuing to affect itineraries, we've seen our call volume increase substantially recently and want to take this opportunity to share some tips for alleviating lengthy hold times.

### TIP # 1 – RUSSIA/UKRAINE PORTS

- With cruise lines sailing in the Baltic all requesting similar itinerary changes, we do not anticipate to have our finalized updated itineraries for several weeks, so for this reason, we will not expect final payment nor will any cancellation fees including administration fees be assessed until modifications to current Russia and Ukraine itineraries are finalized.
- NCLH Reactive statement:  
*"The safety and security of our guests, crew and communities we visit is our top priority. Due to the escalated situation between Russia and Ukraine we have made the decision to remove Arkhangelsk, Russia; Murmansk, Russia; St Petersburg, Russia; the Solovetsky Islands, Russia; and Odessa, Ukraine from our 2022 sailings. We are currently working to confirm replacement ports and will advise all impacted guests and travel advisors as soon as possible"* – Please do not to call Reservations until we announce the revised itinerary – Thank you!

### TIP # 2 – FINAL PAYMENT NOTIFICATIONS

- If you received an envogram advising that your clients have the deferred final payment to 60 days prior to sailing, our system will still send auto final payment reminders out prior to that 60 day mark.
- You can ignore these reminders up until 60 days. We cannot turn them off because they are built to go out for every sailing on a certain date, and only some sailings received the deferment.
- Please review the envogram received that will provide the full details.
- We use this time and date calculator to manually calculate when 60 days is for these deferred payments:  
<https://www.timeanddate.com/date/dateadd.html>

### TIP # 3 – PAYMENTS

- Payments can be made via the TA portal of our website at <https://www.rssc.com/agent>

### TIP # 4 – SHOREX/DINING RESERVATIONS

- Shore Excursions and Dining reservations can be made via the TA portal, or by the guests through their My Account login at <https://www.rssc.com/myaccount/>
- The dates that shore excursions and dining reservations are available to book will be stated on the 3<sup>rd</sup> page of your invoices. These dates are also located within the Booked Cruises page in My Account.

### TIP # 5 – MENUS

- Our sample Dining menus can be found on our website at <https://www.rssc.com/experience/cuisine>

### TIP # 6 – HELPFUL DIRECT NUMBERS

- Air/Sea (deviation requests) # 877-722-7772
- Serene Spa # 877-718-4244
- Aon Insurance # 800-453-4023
- Brochure Line # 866-284-4079