



Introducing Personalized Luggage Tags for all eDoc Guests



Royal Caribbean International now offers a complimentary Luggage Tag Mailer program for all eDoc guests designed to save time at the pier and expedite onboard luggage delivery.

Q What is the Luggage Tag Mailer program?

A The Luggage Tag Mailer program permits qualified guests from the United States & Canada to request personalized ship luggage tags and have them sent to them before leaving home. Each Luggage Tag Mailer contains eight (8) color coded tags per booking, specific to their ship, sailing date and stateroom assignment.

Q How do guests qualify for a Luggage Tag Mailer?

A Guests documents for United States & Canada guests must have been issued and have an assigned stateroom. Or, if booked under a Guarantee, have been advised of a stateroom assignment and are in possession of cruise documents. (Guests who receive paper documents other than Guarantee's are not eligible for this program as their luggage tags are already contained in their booklet).

Q How do guests order a Luggage Tag Mailer?

A If a guest qualifies for a Luggage Tag Mailer, they can access the order request screen through the Online Check-in or Countdown To Cruise home page on www.RoyalCaribbean.com

Q Can Travel Partners order luggage tags for their clients?

A Yes. Travel Partners who make a booking using Amadeus or Royal Caribbean Reservations can provide their guest's home mailing address at time of booking. If their client doesn't request their luggage tags on www.RoyalCaribbean.com by 14 days prior to sailing, then the luggage tags will be mailed to the their client's home starting at 13 days prior to sailing. CruiseMatch will also have this functionality by the end of the year.

Q Can a Travel Partner hosting a group request that all of their group client's luggage tags be mailed to the travel agency?

A Yes. Travel Partners can request luggage tags at the group level via Royal Caribbean Group desk.

Q Is there a cut-off for requesting a Luggage Tag Mailer?

A Yes. Bag Tag Mailers must be ordered no later than 14 days prior to the sailing date.

Q What happens if guests don't order a Luggage Tag Mailer before they leave home?

A Ship luggage tags are available from our Porters at the pier on the day of boarding but to avoid any day of boarding delay's, we recommend that guests secure their Luggage Tag Mailer before leaving home.

Q When can guests expect to receive the Luggage Tag Mailer after they request it?

A The Luggage Tag Mailer will be shipped via the United States Postal Service and can be expected within several days of the request. Travel Partners who have provided us with their client's mailing address sometime during the booking process, but no later than 14 days prior to sailing can expect to receive the Luggage Tag Mailer approximately seven (7) days prior to the sailing date (assuming that the guest didn't already request the luggage tags online).

Q Will Travel Partners still have access to the light blue generic luggage tag stock so they can download their client's luggage tags from CruisingPower.com?

A The generic tags are still available but will be phased out by the end of the year and this new, color-coded format will be the main form of luggage tags for all eDoc guests.