



THE RITZ-CARLTON  
YACHT COLLECTION

# GSO WEBINAR

RCYC UPDATE

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MARCH 2020

# AGENDA





1. BACKGROUND SUMMARY/TIMELINE
2. FAQs
3. VIP OUTREACH
4. CEC PROCESS
5. HOW THE GSO CAN HELP

YACHT EXPERIENCE DESTINATIONS FIND A CRUISE OFFERS & PROGRAMS REQUEST E-BROCHURE SIGN IN

THE RITZ-CARLTON YACHT COLLECTION

7 MATCHING CRUISES

SORT BY: Departure Date - ascending GRID VIEW LIST VIEW COMPARE

 <p>DEPARTURE <b>JAN 03</b> 2021</p> <p>VOYAGE: San Juan / Philipsburg 11210103</p> <p>DURATION: 7 Nights</p> <p>OFFERS/PROGRAMS: 2021 Season</p>	 <p>DEPARTURE <b>JAN 10</b> 2021</p> <p>VOYAGE: Philipsburg / Bridgetown 11210110</p> <p>DURATION: 7 Nights</p> <p>OFFERS/PROGRAMS: 2021 Season</p>	 <p>DEPARTURE <b>JAN 17</b> 2021</p> <p>VOYAGE: Bridgetown / Castries 11210117</p> <p>DURATION: 7 Nights</p> <p>OFFERS/PROGRAMS: 2021 Season</p>	 <p>DEPARTURE <b>JAN 24</b> 2021</p> <p>VOYAGE: Castries / Oranjestad 11210124</p> <p>DURATION: 7 Nights</p> <p>OFFERS/PROGRAMS: 2021 Season</p>
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ollection.com/experience

# BACKGROUND SUMMARY

## DELAY ANNOUNCEMENT OVERVIEW

- RCYC will be announcing a second delay in the inaugural yacht's completion and in-service date (TBD next week).
- Voyages for remainder of the year are impacted. The first voyage will be decided next week with the Marriott team.
- Approximately 1,800 guests are impacted by this cancellation. Approximately 225 of these bookings will be impacted twice.
- Offer will be 30% discount off future cruise. For double impacted, they will receive the original 30% plus another 30% for a total of 60% off.
- VIP guests and agencies will be receiving a call out, prior to announcement
- Use of Marriott Elite CEC Agents – North America calls

# FAQs – FOR GSO USE

## **Q, WHY IS THE YACHT DELAYED AGAIN?**

A. Due to challenges with shareholders of the Hijos de J. Barreras shipyard, The Ritz-Carlton Yacht Collection has worked to create a long-term solution for the shipyard that will benefit current projects and future growth of the company. We have formed an entity to effectively take ownership of the shipyard, providing us with control of the build process and ensuring the timely completion of Evrima, the inaugural yacht of The Ritz-Carlton Yacht Collection. As a result of the time lost during restructuring the shipyard, the construction delivery timeline of the yacht has been extended and the first voyage must be rescheduled.

## **Q, WHY IS THE YACHT DELAYED AGAIN?**

A. We sincerely apologize to all guests who were ready to sail with us. With a long-term solution for the shipyard in place, we now have control of the build process to ensure timely completion of our inaugural yacht. Our team is deeply committed to delivering a highly customized, state-of-the-art build that will make our inaugural yacht the most distinctive of its kind.

# FAQs – FOR GSO USE

## **Q. WHEN IS THE NEW INAUGURAL**

A. Our first voyage will be January 3, 2021. The yacht's christening ceremony will be determined at a later date after we study the best location to hold this important event.

**FULL FAQs WILL BE SENT AFTER THE WEBINAR  
WITH THE PRESENTATION**

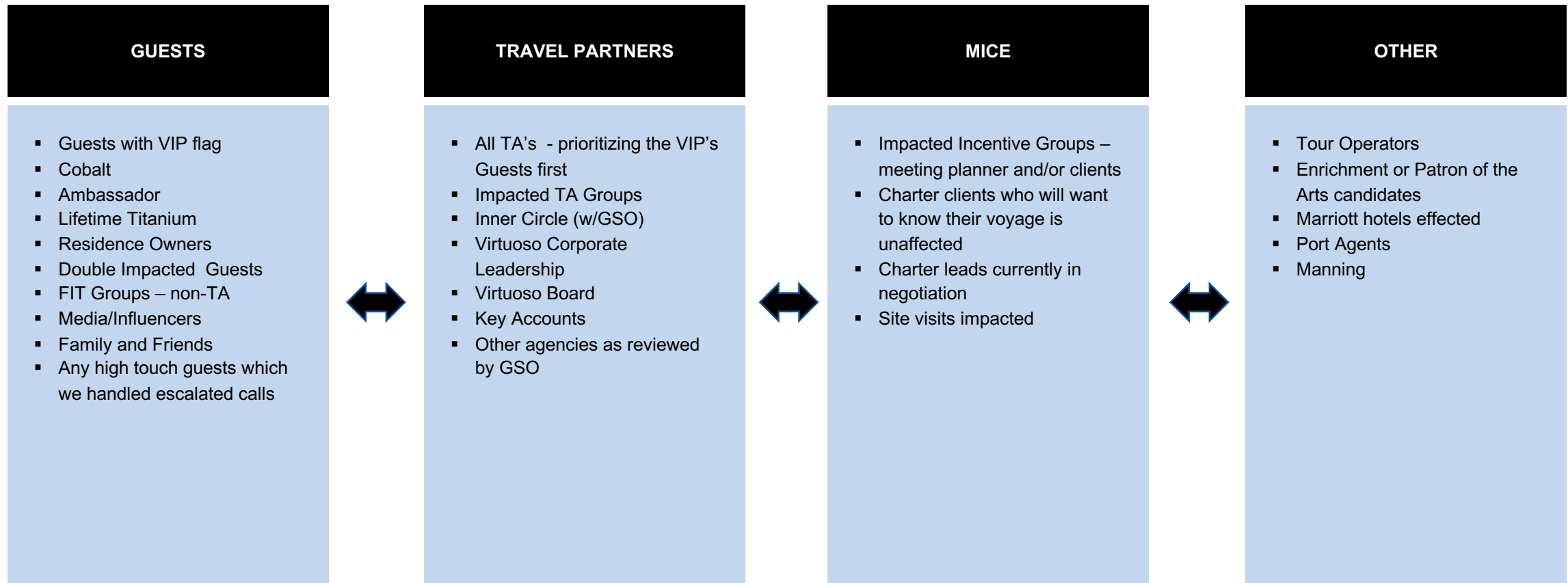
# BACKGROUND – TIMELINE FOR ANNOUNCEMENT

PLAN FOR DAY OF ANNOUNCEMENT – TBD DATE



# VIP Outreach Groups – Yacht Delay

Following groups require personal phone calls about the delay. Follow up with emails.




# CEC TRAINING CALL FLOW



THE RITZ-CARLTON  
YACHT COLLECTION

# SAMPLE COMMUNICATIONS – Guest Version

## OUTBOUND EMAIL - GUEST



THE RITZ-CARLTON YACHT COLLECTION

Booking Number: 1219014112

Dear SUZANNE,

We are writing today regarding your upcoming voyage aboard The Ritz-Carlton Yacht Collection. Challenging circumstances with the shipyard have caused us to extend the construction delivery timeline of our inaugural yacht. As a result, we regret to inform you that the voyage on which you are booked must be delayed.

**REVIEW YOUR OPTIONS**

Guests who have been affected by this delay may choose to reschedule their voyage by **+1 month from announcement** with a 30% future voyage fare savings, or cancel their voyage and receive a full refund of the voyage fare paid to-date. Guests holding independent air and hotel arrangements may also be refunded for change or cancellation fees. If you made your arrangements through a travel professional, they will receive the same notification regarding your options.

**VIEW MORE INFORMATION**

For more information, please visit [ritzcarltonyachtcollection.com/delay](http://ritzcarltonyachtcollection.com/delay) which also includes a form to guide you through the rebooking or cancellation process. As we anticipate a high call-volume, we encourage you to visit the dedicated website and use the provided form so that we may best assist you during this time.

[START FORM](#)

We understand how this disruption has affected your travel plans and sincerely apologize for the inconvenience this delay has caused. Our commitment to taking the necessary measures to ensure your satisfaction is of utmost importance to us. We value your business and look forward to welcoming you aboard soon.

Sincerely,  
Douglas Prothero  
Chief Executive Officer


CONTACT THE RITZ-CARLTON YACHT COLLECTION  
+1 (305) 907-7099  
or contact your travel professional.

## WEB LANDING PAGE – FOR GUESTS, TA’s, AND CECs

REQUEST CALL

YACHT EXPERIENCE DESTINATIONS FIND A CRUISE OFFERS & PROGRAMS REQUEST E-BROCHURE

SIGN IN OR JOIN (833) 999-7292



THE RITZ-CARLTON YACHT COLLECTION

DELAY VOYAGE PAGE

**INFORMATION REGARDING YOUR VOYAGE DELAY**

The Ritz-Carlton Yacht Collection has informed guests booked on voyages from June 14, 2020 through September 12, 2020 that their voyage is delayed due to an extended construction delivery timeline.

- Guests who have been affected by this delay may choose to reschedule their voyage with a 30% future voyage fare savings, or cancel their voyage and receive a full refund of the voyage fare paid to-date.
- Guests holding independent air and hotel arrangements may also be refunded for change or cancellation fees.

Please click the button below to get started with the rebooking or cancellation process.

[START FORM](#)

**What if I want to reschedule my voyage to another date?**

If you choose to reschedule your reservation on a new 2020 or 2021 voyage, a future voyage fare savings incentive will apply:

- **30% voyage fare savings** if rebooked by (+1 month from announcement)
- **25% voyage fare savings** if rebooked by (+6 months from announcement)
- **20% voyage fare savings** if rebooked by (+1 year from announcement)

To view available 2020 and 2021 voyages, please visit [www.ritzcarltonyachtcollection.com](http://www.ritzcarltonyachtcollection.com)

**What if I want to cancel my voyage?**

If you choose to cancel your voyage, you will receive a full refund of your affected voyage paid-to-date.


For guests who have air or hotel arrangements, [click here](#) for additional details.

# CAPTURE GUEST INFO

1. CEC thanks them for their business, apologizes for the the cancellation of their cruise plans.
2. CEC asks guest/TA for info to fill in required fields (Reservation # was included in the email the guest received)
3. In the “Who is Completing This Form?” the CEC adds their name and location.
4. CONTINUE to next page on form

**AGENT ENTERS  
INFO –  
MANDATORY  
FIELDS**

YACHT EXPERIENCE DESTINATIONS FIND A CRUISE OFFERS & PROGRAMS REQUEST E-BROCHURE



**THE RITZ-CARLTON  
YACHT COLLECTION**

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SERVICE

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## VOYAGE DELAY FORM

Please enter a reservation number below, as well as the guest's name as it appears on their passport / reservation.

**Fields marked with a \* are required**

Reservation Number \*

Guest First Name \*  Guest Last Name \*

Who is completing this form? \*  
 Guest  Travel Professional  Other

Name of person completing this request \*

**CONTINUE**

# VOYAGE TAB: Capture Guest Preferences

1. Upper part of form greys out.
2. Next step of the process is VOYAGE tab.
3. Form is used in all cases--  
Rebook, Cancel or Still Considering
4. Note, if guest is escalating, see Escalations slide further in presentation

REBOOK, CANCEL AND STILL  
CONSIDERING ON NEXT SLIDE

INDICATE  
GUEST'S  
REQUEST HERE

—  
THE RITZ - CARLTON  
YACHT COLLECTION

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SERVICE

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### VOYAGE DELAY FORM

Please enter a reservation number below, as well as the guest's name as it appears on their passport / reservation.

**Fields marked with a \* are required**

Reservation Number\*  
1000004490

Guest First Name\*      Guest Last Name\*  
JOHN      POTTS

Who is completing this form?\*

Guest    Travel Professional    Other

Name of person completing this request\*  
ANGELA COMPOSTO, CEC MARYLAND

Guest Phone      [Edit](#)      Travel Professional Phone      [Edit](#)  
31527-10091      31527-10091

VOYAGE	AIR	HOTEL
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Guests who have been affected by this delay may choose to reschedule their voyage with a future voyage fare savings, or cancel their voyage and receive a full refund of the voyage fare paid to-date.

How may we assist you in addressing your impacted voyage?\*

Rebook on Another Voyage    Cancel Voyage    Still Considering

# NEXT STEPS

## REVIEW

- Decision on announcement date/first voyage
- Review the TA Partner List – GSO support on calls
- If you have an issue/question, please email us at: [Sales@ritz-carltonyachtcollection.com](mailto:Sales@ritz-carltonyachtcollection.com)

# QUESTIONS



THE RITZ-CARLTON  
YACHT COLLECTION