

**If you have any additional questions or require assistance, please contact us at 1-800-256-6649.**

**Trade Email**

Dear Travel Partner,

We’re looking forward to welcoming your clients onboard the *Rhapsody of the Seas* for their August 23<sup>rd</sup>, 2020 sailing. As they get ready for their vacation, we have an itinerary change to share. Please provide the information below to your clients so they can plan their cruise accordingly. Thank you for your support and partnership!

Dear Guest,

Before we set sail, we have some important Departure Day information to share with you. Due to port congestion in Barcelona, Spain, our sailing will now end in Tarragona, Spain. We know how much time and planning go into your vacation, and we’re terribly sorry for any inconvenience caused by this. Below, please find our new itinerary for our August 23<sup>rd</sup>, 2020 sailing on *Jewel of the Seas*.

Day	Port of Call	Arrive	Depart
Sun	Copenhagen, Denmark		5:00 PM
Mon	Kristiansand, Norway	8:00 AM	7:00 PM
Tues	Oslo, Norway	8:00 AM	7:00 PM
Wed	Cruising		
Thu	Bergen, Norway	7:00 AM	4:00 PM
Fri	Cruising		
Sat	Paris (Le Havre), France	11:00 AM	11:00 PM
Sun	Cruising		
Mon	La Coruna, Spain	11:00 AM	8:00 PM
Tue	Vigo, Spain	8:00 AM	5:00 PM
Wed	Lisbon, Portugal	8:00 AM	7:00 PM
Thu	Gibraltar, United Kingdom	2:30 PM	7:30 PM
Fri	Cruising		
Sat	<b>Tarragona, Spain</b>	<b>6:00 AM</b>	

We understand this is an unexpected change. So, to ensure you have the smoothest experience possible, we’re providing complimentary shuttle services from Tarragona to Barcelona after your sailing. Below, please find some information to consider before your cruise.

**Departure Day:**

- Once you’ve debarked and collected your luggage at the pier in Tarragona, proceed to Customs.
- Next, you’ll be directed to either our complimentary shuttle bus to Barcelona, or to your pre-purchased transfer headed directly to your next destination.
- Guests who haven’t purchased departure transfers will be shuttled to the World Trade Center South Terminal in Barcelona.

And remember, if you complete online check-in prior to your cruise, you'll have a smoother boarding experience. This can be done starting **90 days prior to departure**. Don't worry though, we'll send you a reminder to complete it closer to your sailing!

Your vacation time is important to us, and we want to make sure everything is perfect! Before you leave this email and tackle the rest of your inbox, please click the link all the way at the top to confirm you received this important information.

Thanks for your cooperation and understanding. We look forward to welcoming you aboard!

Sincerely,

Aurora Yera-Rodriguez  
Director of Guest Services  
Royal Caribbean International

**Why is my itinerary being modified?**

Unfortunately, there'll be some port congestion in Barcelona, Spain. To ensure the smoothest departure experience possible, we had to change our port on Departure Day to Tarragona, Spain, which is the closest port to Barcelona.

**I have transfers, flights and/or hotels booked. What's happening with them?**

If you've secured these through us, no action is required. All Royal Caribbean International transfers (with or without a hotel stay) will be rescheduled to accommodate this change. For Air2Sea guests, you'll go straight to the World Trade Center Terminal South and board the complimentary shuttle buses. If you pre-purchased transfers, we'll take you directly to your next destination.

**Are air change fees or flight reimbursements being offered?**

While there is a small airport near Tarragona, most international guests will find their flights will still be directed to the airport in Barcelona, as it's the closest major airport. So, no need to change your flights – we've got you covered. A complimentary shuttle bus service departing from the pier will take you back to the World Trade Center Terminal South, which is in walking distance to the airport. If you'd prefer not to take the shuttle, transfers leaving directly from the pier are also available for purchase.

**How can I reserve transfers?**

If you'd like to reserve post-cruise transfers for your sailing, please call us or your Travel Advisor prior to the sailing, and we'll assist you in getting these added to your reservation.

**How much do transfers cost?**

While pricing for transfers varies depending on the sailing, we understand this is an unforeseen circumstance. So, the cost for transfers will remain at the same rate as if we were still scheduled to depart from Barcelona. You can find more information about our transfers [here](#).

**I'm planning to take the complimentary shuttle bus, not a transfer. Where do I go?**

On Departure Day, the shuttle bus service will be at the pier as you debark the ship to take you back to the World Trade Center Terminal South.

**How long is the shuttle ride?**

The trip from the Port of Tarragona to the World Trade Center Terminal South will take us just over an hour. So, feel free to kick back and relax while you enjoy the scenic drive. For the fastest experience once we arrive to the Port of Tarragona, don't forget to complete your online check-in when it opens 90 days before you set sail!

**What's the address for the Port of Tarragona?**

Port de Tarragona  
Moll d'Andalusia Sud  
43004, Tarragona

**What's the address for the World Trade Center South Terminal?**

Port de Barcelona  
Moll de Barcelona Sud  
Terminal WTC Sud  
08039 Barcelona

**Are there any pre/post shore excursions available for Tarragona?**

Yes! We'll have some great tour options available for your sailing, so be sure to keep an eye out for them in [Cruise Planner!](#)

**Trade Email**

Dear Travel Partner,

We're looking forward to welcoming your clients onboard the *Jewel of the Seas* for their September 29<sup>th</sup>, 2020 sailing. As they get ready for their vacation, we have an itinerary change to share. Please provide the information below to your clients so they can plan their cruise accordingly. Thank you for your support and partnership!

Dear Guest,

Before we set sail, we have some important Departure Day information to share with you. Due to port congestion in Barcelona, Spain, our sailing will now end in Tarragona, Spain. We know how much time and planning go into your vacation, and we're terribly sorry for any inconvenience caused by this. Below, please find our new itinerary for our September 29<sup>th</sup>, 2020 sailing on *Jewel of the Seas*.

Day	Port of Call	Arrive	Depart
Tue	Barcelona, Spain		5:00 PM
Wed	Nice (Villefranche), France	9:00 AM	7:00 PM
Thu	Florence / Pisa (Livorno), Italy	7:00 AM	7:00 PM
Fri	Rome (Civitavecchia), Italy	7:00 AM	7:00 PM
Sat	Naples / Capri, Italy	7:00 AM	6:30 PM
Sun	Cruising		
Mon	Venice, Italy	3:00 PM	
Tue	Venice, Italy		6:30 PM

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Wed	Split, Croatia	10:00 AM	7:00 PM
Thu	Kotor, Montenegro	8:00 AM	5:00 PM
Fri	Cruising		
Sat	Cruising		
Sun	<b>Tarragona, Spain</b>	6:00 AM	

We understand this is an unexpected change. So, to ensure you have the smoothest experience possible, we're providing complimentary shuttle services from Tarragona to Barcelona after your sailing. Below, please find some information to consider before your cruise.

**Departure Day:**

- Once you've debarked and collected your luggage at the pier in Tarragona, proceed to Customs.
- Next, you'll be directed to either our complimentary shuttle bus to Barcelona, or to your pre-purchased transfer headed directly to your next destination.
- Guests who haven't purchased departure transfers will be shuttled to the World Trade Center South Terminal in Barcelona.

And remember, if you complete online check-in prior to your cruise, you'll have a smoother boarding experience. This can be done starting **90 days prior to departure**. Don't worry though, we'll send you a reminder to complete it closer to your sailing!

Your vacation time is important to us, and we want to make sure everything is perfect! Before you leave this email and tackle the rest of your inbox, please click the link all the way at the top to confirm you received this important information.

Thanks for your cooperation and understanding. We look forward to welcoming you aboard!

Sincerely,

Aurora Yera-Rodriguez  
Director of Guest Services  
Royal Caribbean International

**Why is my itinerary being modified?**

Unfortunately, there'll be some port congestion in Barcelona, Spain. To ensure the smoothest departure experience possible, we had to change our port on Departure Day to Tarragona, Spain, which is the closest port to Barcelona.

**I have transfers, flights and/or hotels booked. What's happening with them?**

If you've secured these through us, no action is required. All Royal Caribbean International transfers (with or without a hotel stay) will be rescheduled to accommodate this change. For Air2Sea guests, you'll go straight to the World Trade Center Terminal South and board the complimentary shuttle buses. If you pre-purchased transfers, we'll take you directly to your next destination.

**Are air change fees or flight reimbursements being offered?**

While there is a small airport near Tarragona, most international guests will find their flights will still be directed to the airport in Barcelona, as it's the closest major airport. So, no need to change your flights – we've got you covered. A complimentary shuttle bus service departing from the pier will take you back to the World Trade Center Terminal South, which is in walking distance to the airport. If you'd prefer not to take the shuttle, transfers leaving directly from the pier are also available for purchase.

**How can I reserve transfers?**

If you'd like to reserve post-cruise transfers for your sailing, please call us or your Travel Advisor prior to the sailing, and we'll assist you in getting these added to your reservation.

**How much do transfers cost?**

While pricing for transfers varies depending on the sailing, we understand this is an unforeseen circumstance. So, the cost for transfers will remain at the same rate as if we were still scheduled to depart from Barcelona. You can find more information about our transfers [here](#).

**I'm planning to take the complimentary shuttle bus, not a transfer. Where do I go?**

On Departure Day, the shuttle bus service will be at the pier as you debark the ship to take you back to the World Trade Center Terminal South.

**How long is the shuttle ride?**

The trip from the Port of Tarragona to the World Trade Center Terminal South will take us just over an hour. So, feel free to kick back and relax while you enjoy the scenic drive. For the fastest experience once we arrive to the Port of Tarragona, don't forget to complete your online check-in when it opens 90 days before you set sail!

**What's the address for the Port of Tarragona?**

Port de Tarragona  
Moll d'Andalusia Sud  
43004, Tarragona

**What's the address for the World Trade Center South Terminal?**

Port de Barcelona  
Moll de Barcelona Sud  
Terminal WTC Sud  
08039 Barcelona

**Are there any pre/post shore excursions available for Tarragona?**

Yes! We'll have some great tour options available for your sailing, so be sure to keep an eye out for them in [Cruise Planner](#)!

**Trade Email:**

Dear Travel Partner,

We're looking forward to welcoming your clients onboard the *Jewel of the Seas* for their October 11<sup>th</sup>, 2020 sailing. As they get ready for their vacation, we have an itinerary change to share. Please provide the information below to your clients so they can plan their cruise accordingly. Thank you for your support and partnership!

Tarragona – JW 08/23/20 – 10.23.20

Dear Guest,

Due to port congestion in Barcelona, Spain, we've changed our departure and arrival port to Tarragona, Spain. As a result, our visit to Florence (La Spezia), Italy has been swapped with Florence (Livorno), Italy, which puts you closer to the best Italian sites like, Pisa and Florence. We're terribly sorry for any inconvenience. We assure you that you'll have a wonderful time exploring the Mediterranean and Greek Isles. Below, please find our new October 11<sup>th</sup>, 2020 itinerary on *Jewel of the Seas*.

Day	Port of Call	Arrive	Depart
Sun	<b>Tarragona, Spain</b>		5:00 PM
Mon	Cannes, France	<b>10:00 AM</b>	<b>9:00 PM</b>
Tue	<b>Florence / Pisa (Livorno), Italy</b>	<b>6:00 AM</b>	7:00 PM
Wed	Rome (Civitavecchia), Italy	7:00 AM	7:00 PM
Thu	Sicily (Messina), Italy	12:00 PM	7:00 PM
Fri	Cruising		
Sat	Ephesus (Kusadasi), Turkey	8:00 AM	6:00 PM
Sun	Mykonos, Greece	7:00 AM	6:00 PM
Mon	Santorini, Greece	7:00 AM	7:00 PM
Tue	Athens (Piraeus), Greece	6:00 AM	6:00 PM
Wed	Cruising		
Thu	Cruising		
Fri	<b>Tarragona, Spain</b>	<b>5:00 AM</b>	

We understand this is an unexpected change. So, to ensure you have the smoothest experience possible, we're providing complimentary shuttle services to and from the World Trade Center Terminal South in Barcelona. Below, please find some information to consider before your cruise.

**Boarding Day:**

- Check-in will begin at the World Trade Center Terminal South, where shuttles will take you to Barcelona starting at 10:00 AM CEST. They'll depart about every 30 – 45 minutes, with the last shuttle departing at 1:30 PM CEST. The drive will take us just over an hour, so feel free to relax on the scenic drive over.
- If you've booked flights to Barcelona, either independently or through our Air2Sea team, you'll go straight to the World Trade Center Terminal South and board the complimentary shuttles. If you pre-purchased transfers, we'll take you directly to the terminal in Tarragona.

**Departure Day:**

- Once you've debarked and collected your luggage at the pier in Tarragona, please proceed to Customs.
- Next, you'll board our complimentary shuttle buses to the World Trade Center Terminal South in Barcelona. Or, you'll board your pre-purchased transfer, which will take you to your next destination.

And remember, if you complete online check-in prior to your cruise, you'll have a smoother boarding experience. This can be done starting **90 days prior to departure**. Don't worry though, we'll send you a reminder to complete it closer to your sailing!

Your vacation time is important to us, and we want to make sure everything is perfect! Thanks for your cooperation and understanding. We look forward to welcoming you aboard!

Sincerely,

Aurora Yera-Rodriguez  
Associate Vice President of Guest Services  
Royal Caribbean International

**Have questions? We have answers.**

**Why is my itinerary being modified?**

Unfortunately, there'll be some port congestion in Barcelona, Spain. To ensure the smoothest boarding and departure experiences possible, we had to change our arrival and departure ports to Tarragona, Spain, which is the closest port to Barcelona.

**I have transfers, flights and/or hotels booked. What's happening with them?**

If you've secured these through us, no action is required. All Royal Caribbean International transfers (with or without a hotel stay) will be rescheduled to accommodate this change. For Air2Sea guests, you'll go straight to the World Trade Center Terminal South and board the complimentary shuttle buses. If you pre-purchased transfers, we'll take you directly to the terminal in Tarragona.

**Are air change fees or flight reimbursements being offered?**

While there is a small airport near Tarragona, most international guests will find their flights will still be directed to the airport in Barcelona, as it's the closest major airport. So, no need to change your flights – we've got you covered. A complimentary shuttle bus service will be available to take you to your next destination. They'll depart from the World Trade Center Terminal South on Boarding Day and from the Pier in Tarragona on Departure Day. If you'd prefer not to take the shuttle, pre- and post-cruise transfers leaving directly from the airport or pier are also available for purchase.

**How can I reserve transfers?**

If you'd like to reserve pre- or post-cruise transfers for your sailing, please call us or your Travel Advisor prior to the sailing, and we'll assist you in getting these added to your reservation.

**How much do transfers cost?**

While pricing for transfers varies depending on the sailing, we understand this is an unforeseen circumstance. So, the cost for transfers will remain at the same rate as if we were still scheduled to depart from Barcelona. You can find more information about our transfers [here](#).

**I'm planning to take the complimentary shuttle bus, not a transfer. Where do I go?**

- On Boarding Day, the shuttle will depart from the World Trade Center Terminal South in Barcelona starting at 10:00 AM CEST. They'll depart about every 30 – 45 minutes, with the last shuttle departing at 1:30 PM CEST. Don't forget to take your luggage onto the shuttle with you!
- On Departure Day, the shuttle bus service will be at the pier as you debark the ship to take you back to the World Trade Center Terminal South.

### **How long is the shuttle ride?**

The trip will take us just over an hour. So, feel free to kick back and relax while you enjoy the scenic drive. For the fastest experience once we arrive to the Port of Tarragona, don't forget to complete your online check-in when it opens 90 days before you set sail!

### **What's the address for the Port of Tarragona?**

Port de Tarragona  
Moll d'Andalusia Sud  
43004, Tarragona

### **What's the address for the World Trade Center South Terminal?**

Port de Barcelona  
Moll de Barcelona Sud  
Terminal WTC Sud  
08039 Barcelona

### **Are there any pre/post shore excursions available for Tarragona?**

Yes! We'll have some great tour options available for your sailing, so be sure to keep an eye out for them in [Cruise Planner!](#)

### **Trade Email**

Dear Travel Partner,

We're looking forward to welcoming your clients onboard the *Rhapsody of the Seas* for their October 23<sup>rd</sup>, 2020 sailing. As they get ready for their vacation, we have an itinerary change to share. Please provide the information below to your clients so they can plan their cruise accordingly. Thank you for your support and partnership!

Dear Guest,

Before we set sail, we have some important Boarding Day information to share with you. Due to port congestion in Barcelona, Spain, our sailing will now begin in Tarragona, Spain. We know how much time and planning go into your vacation, and we're terribly sorry for any inconvenience caused by this. Below, please find our new itinerary for our October 23<sup>rd</sup>, 2020 sailing on *Jewel of the Seas*.

Day	Port of Call	Arrive	Depart
Fri	<b>Tarragona, Spain</b>		5:00 PM
Sat	Valencia, Spain	7:00 AM	7:00 PM
Sun	Palma De Mallorca, Spain	7:00 AM	5:00 PM
Mon	Sete, France	10:00 AM	7:00 PM



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Tue	Provence (Marseille), France	7:00 AM	7:00 PM
Wed	Nice (Villefranche), France	7:00 AM	7:00 PM
Thu	Ajaccio, Corsica, France	7:00 AM	7:00 PM
Fri	Florence / Pisa (Livorno), Italy	7:00 AM	7:00 PM
Sat	Cruising		
Sun	Naples / Capri, Italy	7:00 AM	6:00 PM
Mon	Rome (Civitavecchia), Italy	5:00 AM	

We understand this is an unexpected change. So, to ensure you have the smoothest experience possible, we're providing complimentary shuttle services from Barcelona to Tarragona. Below, please find some information to consider before your cruise.

**Boarding Day:**

- Check-in will begin at the World Trade Center Terminal South, where shuttles will take you to Barcelona starting at 10:00 AM CEST. They'll depart about every 30 – 45 minutes, with the last shuttle departing at 1:30 PM CEST. The drive will take us just over an hour, so feel free to relax on the scenic drive over.
- If you've booked flights to Barcelona, either independently or through our Air2Sea team, you'll go straight to the World Trade Center Terminal South and board the complimentary shuttles. If you pre-purchased transfers, we'll take you directly to the terminal in Tarragona.

And remember, if you complete online check-in prior to your cruise, you'll have a smoother boarding experience. This can be done starting **90 days prior to departure**. Don't worry though, we'll send you a reminder to complete it closer to your sailing!

Your vacation time is important to us, and we want to make sure everything is perfect! Thanks for your cooperation and understanding. We look forward to welcoming you aboard!

Sincerely,

Aurora Yera-Rodriguez  
Associate Vice President of Guest Services  
Royal Caribbean International

**Have questions? We have answers.**

**Why is my itinerary being modified?**

Unfortunately, there'll be some port congestion in Barcelona, Spain. To ensure the smoothest boarding experience possible, we had to change our port on Boarding Day to Tarragona, Spain, which is the closest port to Barcelona.

**I have transfers, flights and/or hotels booked. What's happening with them?**

If you've secured these through us, no action is required. All Royal Caribbean International transfers (with or without a hotel stay) will be rescheduled to accommodate this change. For Air2Sea guests, you'll go straight to the World Trade Center Terminal South and board the complimentary shuttle buses. If you pre-purchased transfers, we'll take you directly to the terminal in Tarragona.

**Are air change fees or flight reimbursements being offered?**

While there is a small airport near Tarragona, most international guests will find their flights will still be directed to the airport in Barcelona, as it's the closest major airport. So, no need to change your flights – we've got you covered. A complimentary shuttle bus service departing from the World Trade Center Terminal South on Boarding Day will be available to take you to the ship. If you'd prefer not to take the shuttle, transfers leaving directly from the airport to the pier are also available for purchase.

**How can I reserve transfers?**

If you'd like to reserve pre-cruise transfers for your sailing, please call us or your Travel Advisor prior to the sailing, and we'll assist you in getting these added to your reservation.

**How much do transfers cost?**

While pricing for transfers varies depending on the sailing, we understand this is an unforeseen circumstance. So, the cost for transfers will remain at the same rate as if we were still scheduled to depart from Barcelona. You can find more information about our transfers [here](#).

**I'm planning to take the complimentary shuttle bus, not a transfer. Where do I go?**

On Boarding Day, the shuttle will depart from the World Trade Center Terminal South in Barcelona starting at 10:00 AM CEST. They'll depart about every 30 – 45 minutes, with the last shuttle departing at 1:30 PM CEST. Don't forget to take your luggage onto the shuttle with you!

**How long is the shuttle ride?**

The trip from the World Trade Center to the Port of Tarragona will take us just over an hour. So, feel free to kick back and relax while you enjoy the scenic drive. For the fastest experience once we arrive to the Port of Tarragona, don't forget to complete your online check-in when it opens 90 days before you set sail!

**What's the address for the Port of Tarragona?**

Port de Tarragona  
Moll d'Andalusia Sud  
43004, Tarragona

**What's the address for the World Trade Center South Terminal?**

Port de Barcelona  
Moll de Barcelona Sud  
Terminal WTC Sud  
08039 Barcelona

**Are there any pre/post shore excursions available for Tarragona?**

Yes! We'll have some great tour options available for your sailing, so be sure to keep an eye out for them in [Cruise Planner](#)!