

# Keene Luxury Travel's Guide to Regent's Business Air Program



## BOOKING YOUR OWN AIR – BASIC OVERVIEW

- If you can use a mileage award, it is probably the best solution of all. If your cruise is cancelled, you can usually put the miles back into your account for a reasonable fee.
- When purchasing your own flights, you can book whichever airline you like on whatever dates you like and control your own destiny.
- However, if the air has to change for any reason, then you have the issue of dealing with the airlines to get a refund or a voucher.
- Guests who elect not to participate in Regent's standard Air/Sea Program or do not purchase transfer arrangement from Regent will be responsible for their own transfer arrangements to and from the ship.

## USING REGENT AIR – BASIC OVERVIEW

- If you or the cruise lines cancel a cruise, there are no complications with the air since it is packaged with the cruise and will be cancelled and handled by Regent.
- Domestic air is economy, not first class, including Canada and any voyages beginning in the Caribbean.
- Using Regent air all transfers are included other than home to airport and airport to home.
- On Embarkation these transfers include Airport to Ship or Airport to pre-cruise Hotel and Hotel to Ship (only when the hotel is booked with Regent),
- On debarkation transfers include Ship to Airport or Ship to post-cruise Hotel and Hotel to Airport. (Only when hotel is booked with Regent)
- A date deviation forfeits transfers if pre/post accommodations are not confirmed through Regent
- Sometimes things work perfectly with no complications at all, but there can be additional charges due to issues with contracts, codes of service, and itineraries as detailed below.
- If you want to deviate from the scheduled dates of arrival or departure or select the best air itinerary early, there is a deviation fee of \$175 per person.
- Some airlines now charge for a seat assignment in both economy and business class prior to check in. This is not a Regent policy but a policy the airlines put in place. You can purchase a seat assignment directly on the airline website once Regent issues the airline tickets approximately 90-45 days to sailing.
- Airline imposed baggage fees may apply and will be determined by the individual airline. The airline will collect baggage fees at time of check in.

## Restricted Business Class Air

Applies to intercontinental flights only. Domestic flights will be in coach or possibly domestic first class. If the same airline is used for a domestic and international flight, there is a possibility both flights will be in business depending on availability on the domestic flight. For example, if you fly United Airlines from your gateway city and United Airlines to Hong Kong, then all flights may be upgraded dependent on availability. However, if for example, you fly Delta from your gateway city to New York and British Air to London, then the domestic flight on Delta would be in economy, and the international flight on British Air would be in business.

## Custom Air & Air Deviation Arrangements – Available for \$175 per person.

The Fee of \$175 charged by Regent is non-changeable and non-refundable after the air itinerary is confirmed. You can change it again but would be subject to paying the fee again. If you cancel the cruise then the fee is not refunded by Regent.

**Platinum level tier and above** receive one air deviation fee free per person on each cruise booking. Any additional deviation requests for a Platinum guest are charged at the normal rate of \$175 per person

If you would like to customize your air arrangements, go in early or stay over after the cruise, or select specific routes or carriers, RSSC will accept Air Deviation requests no earlier than 210 days prior to departure. The air deviation fee is a non-refundable fee of \$175 per person, payable at the time of booking. You can make multiple deviation requests at the same time for the same \$175 per person. For instance, arrive early and stay late or request a specific airline.

Any additional requested change at a later date will incur an additional \$175 per person charge. Air schedules may not be changed within 90 days of departure.

You may pay the \$175 per person, non-refundable custom/deviation fee, and later the airline cancels your requested itinerary. RSSC will re-route you the best they can; however, you will not be refunded the fee. In certain cases, not all, you may also have to pay \$175 per person again to confirm the new requested itinerary. The \$175 per person is a "service" fee for working.

**Without paying the \$175 per person deviation/custom fee** RSSC will not provide you with your air itinerary until 110 days prior to your embarkation date. The only thing you will know more than 110 days out is that RSSC will get you from your gateway city to the city of embarkation and from your city of debarkation to your gateway city (or pre- or post-cruise hotel city, if applicable). Although we may know the usual routing or airlines used for certain cruises, it is a constantly changing situation and by no means a guarantee.

## Air Arrangements

RSSC provides air arrangements as a convenience and service to the guests. RSSC reserves the right to choose the air carrier, routing, and city airport from each gateway city and the right to change airline routing for any reason and/or re-route guests without prior notice to the nearest departure city if adequate air service is unavailable. Airline schedules will be available 110 days prior to departure, and final air schedules will be ticketed between 90 and 45 days prior to departure. Keene Luxury Travel will send you a preliminary Cruise vacation summary and this is when you will be able to see your air itinerary if you did not do an air deviation. Should you not request an Air Deviation (see Air Deviation Arrangements above), routings and schedules are at the sole discretion of the airline and RSSC. **Alternatively, at approximately 110 days prior to your trip departure, you may view your air schedule in the "My Account" section of Regent's website.**

**One-Way Air Itineraries** — Regent does allow one-way flights. If you can get frequent flyer tickets one-way only, then you can use Regent for the other one-way flight.

**Air Carrier Availability** — Not all airlines will be available, and some airlines will require an up-charge if a guest wishes to book a particular flight referred to as an air differential.

**Availability of Flights and Code of Service Issues** — The cruise line may say they are sold out on a flight, but when you look at the plane on the web, it is wide open. This is because the cruise line is sold out "on the code of service". The cruise line contracts have a certain number of seats at a certain fare or code of service, once they sell

out and go to a different code of service the cruise line is charged more for that seat. They in turn charge you that additional air differential fee if you specifically request that flight. The normal air differential is usually around \$1,500 per person per flight.

### Should you pay for the custom itinerary or just wait for an air assignment?

Neither solution is perfect. Here are the pros and cons of each, and, as you can see, it is a complicated decision and one that you must make for yourself. However, KLT will notify you approximately 5 days before the air opens at 210 days. If you are flying international, we highly advise you pay Regent the air deviation custom air fee of \$175 to lock in good flights early.

- **Paying for the deviation/custom air** — Aside from the additional \$175 per person fee, it can be a problem for two reasons; (1) The flight may be cancelled, and then clients with "custom" air end up getting a changed itinerary, (2) you may elect to pay additional charges for specific airlines or code of service fees.
- **Waiting and letting Regent assign your air 110 days prior to embarkation** — By waiting and letting Regent assign your air at 110 days prior to embarkation you are very likely to get a double or multiple connections. KLT has NO CONTROL over the flights that are assigned. Although it is very unlikely, you may get a perfect itinerary as nothing else was available and the cruise line absorbs the additional fees and charges. Prior to 90 days of your departure, you can request custom air at that time if you do not like the itinerary but options may be limited.

### RSSC is NOT RESPONSIBLE to get you to the ship if you are delayed by the airlines.

RSSC is not responsible for flight delays or last-minute flight cancellations by the airlines. If you are delayed or your flight is cancelled, then the airlines will re-route you to your destination. If you purchased the air through RSSC, then you may contact RSSC (contact information is provided with your cruise documentation), and they will try to assist in the process. If you miss the ship's embarkation time, then YOU are responsible to get to the ship just as you would be if you did your own air. The designated ground/land operator (contact information is provided in your cruise documentation) will try to assist any RSSC guest in getting to the ship no matter how they purchased the air.

### Pre- or Post-Cruise Hotel / Land Programs

If you purchase a pre- and/or post-cruise land or hotel program, through RSSC then the Air Department will assign your air itinerary accordingly. If a RSSC hotel package is removed from a booking with the Reservations Department, the Air Department automatically updates the air schedule to match the sailing dates. However, if you purchase RSSC Air but make independent pre- and/or post-cruise hotel arrangements, then this is considered a "break in service," and thus you will be forced to pay the Air Deviation fee of \$175 per person to change the flight dates to match the independent arrangements.

**Forced Overnight** — If no possible air schedule from your air gateway allows for arrival to match embarkation, then Regent will provide a complimentary hotel night (Forced Overnight). If you add a pre- or post-cruise hotel to your booking, the complimentary night is removed. *Additional nights cannot be added to a Forced Overnight.*

**Transfers** — If you have chosen a pre- or post-cruise stay and do not purchase the hotel night(s) from RSSC, then you forfeit the ground transfers to or from the ship. Therefore, the ground transfers are your responsibility. The Destination Services desk can assist with post-cruise transfer arrangements once Guests are onboard. Also, we suggest that you contact your hotel Concierge as they may be able to assist with your transfer arrangements.

## Seat assignments, Frequent Flyer Numbers, and Award Upgrades

Neither RSSC nor Keene Luxury Travel will confirm airline seat assignments, add frequent flyer numbers to airline records, and/or request special meals. **These services should be arranged directly with the airline once your itinerary has been assigned or the tickets have been issued.** Neither RSSC nor Keene Luxury Travel is responsible for lost/changed seat assignments. In almost all cases, the tickets issued by RSSC are not upgradable with miles. Any requests of this nature must be handled directly with the airline(s). Some airlines restrict the accumulation or use of Frequent Flyer miles in conjunction with fares used by the cruise lines.

## Baggage / Luggage Policy

Luggage for RSSC guests must be handled pursuant to regulators and tariffs of airlines, government security requirements and ground operators. Luggage exceeding these limitations will be subject to charges as set forth by the individual operators, including any excess baggage charges. Fees for checked luggage are now common and are the responsibility of the guest.

Please check with your specific airline(s) for their respective luggage policy. Guests may bring a reasonable amount of luggage onboard an RSSC vessel. No baggage or items heavier than 70 lbs. will be loaded onto or off-loaded from our vessels.

**Disclaimer:** *The information contained on this webpage is for general information purposes. The information is provided to the best of our knowledge, as of August 12<sup>th</sup>, 2024, and while we endeavor to keep the information up-to-date and accurate, we make no representations or warranties of any kind, expressed or implied, about the completeness, accuracy, or reliability with respect to the information provided. Any reliance you place on such information is therefore strictly at your own risk. warranties of any kind, expressed or implied, about the completeness, accuracy, or reliability with respect to the information provided. Any reliance you place on such information is therefore strictly at your own risk.*