

AIR PROGRAM FAQs

Who can access the Air Program?

The Air Program is available exclusively to The Ritz-Carlton Yacht Collection guests residing in the United States and Canada.

How is my flight selected by The Ritz-Carlton Yacht Collection?

Flights are chosen to align with your voyage, balancing the most direct, time-efficient routings with reputable carriers and alliance partners. Guest preferences are considered where possible, but cannot be guaranteed, as all fares, schedules, and availability may change without notice until ticketed. Throughout your journey, we monitor schedules and, in the event of a major flight disruption, coordinate rebooking and logistics.

Can I earn / redeem frequent flyer miles?

Where airline policies permit, your frequent flyer number will be added, but we cannot guarantee that you can earn miles. Redemption of points or mileage upgrades is not available under The Ritz-Carlton Yacht Collection fares.

Are hotel stays and transfers from or to the airport included?

Luxury hotel stays and premium private transfers can be arranged for an additional cost upon request. Your Experience Ambassador will be delighted to assist.

Will I need a passport?

Yes, each guest is responsible for holding a valid passport with an expiration date of at least six months beyond your trip's return date. Additionally, please note that guests are solely responsible for identifying and obtaining all necessary visas, health certificates, or other travel documents required by the airlines and the countries on your itinerary.

What happens if my flight is delayed, canceled, or I miss a connection?

We closely monitor your itinerary. If a major airline disruption occurs, our team provides personalized coordination support to help align your travel with the yacht's itinerary. When same-day arrival is no longer feasible, we provide next-port of embarkation assistance, arranging the most practical solution to join the yacht at the next accessible call, subject to airline availability and operational considerations.

Are name changes permitted on flight bookings?

Name changes are generally not permitted. If allowed by the airline as an exception, all applicable airline fees and fare differences will be entirely the responsibility of the guest. Name corrections or changes may require adjustments to your itinerary, including modifications to routing, updates to the class of service, or in some cases, rebooking on a new airline.

PRE-DESIGNED AIR FAQs

What is Pre-Designed Air?

Pre-Designed Air is a curated, roundtrip business class flight itinerary aligned with the sailing schedule, available from a selection of North American gateways. Guests may secure Pre-Designed Air at the time of voyage reservation. Flight pricing is finalized and guaranteed once the Pre-Designed Air booking process is completed. Availability is subject to airline inventory and participating gateways.

What is the difference between Pre-designed Air and Custom Air?

Pre-Designed Air is The Ritz-Carlton Yacht Collection's standard air offering, designed to provide simplicity and ease. It features a pre-arranged, roundtrip business class flight itinerary from selected North American gateways, aligned with the voyage schedule. Pricing is predefined, while flight schedules are finalized later through your Experience Ambassador.

Custom Air is designed for guests requiring greater flexibility. It offers individualized itineraries tailored to your preferences and applies when travel needs fall outside the Pre-Designed Air framework, such as departures from non-designated gateways, one-way travel, different travel dates, alternative classes of service, or stopovers. Custom Air itineraries are individually built, priced on live market availability, and confirmed only after guest acceptance and full payment. Please note that ancillary services, such as seat assignments or baggage fees, are not included in the airfare unless specified in your fare class and remain the responsibility of the guest.

Can guests request deviations from the standard flight itinerary?

Yes, guests have the option to request adjustments to their flight itinerary, such as arriving earlier at a destination, extending their stay after the voyage, or selecting an alternative gateway not included in The Ritz-Carlton Yacht Collection's Pre-Designed Air Program. Please note, however, that these deviations may incur additional charges.

Can I change or cancel my flights?

Cancellations and modifications are subject to potential change fees, depending upon the nature of the request.

Request Type	More than 90 days from sailing	90 days or fewer from sailing
Cancellation	Subject to airline penalties and the Aviation Facilitation Fee.	Cancellations result in a 100% forfeiture of the airfare
Modification	Subject to airline fare differences and the Aviation Facilitation Fee.	Subject to airline fare differences and the Aviation Facilitation Fee.

A non-refundable, non-transferable service fee of \$150 USD / €150 EUR / £100 GBP / \$230 AUD per guest will apply for all voluntary modifications and cancellations within the 90-day window prior to traveling.

All air tickets, once issued, are governed by specific regulations, tariffs, and fare conditions of the transporting air carrier. Guests are responsible for any airline-imposed fare differences or change penalties.

How are payments handled?

Payment is processed according to your voyage reservation payment timeline, and your air reservation will appear on your invoice.

CUSTOM AIR FAQs

What is Custom Air and how does it differ from Pre-designed Air?

Custom Air offers fully individualized itineraries, including non-standard gateways from North America and Canada, one-way travel, different class of service, or specific date deviations. For Custom Air reservations, pricing and schedules are not guaranteed until the itinerary is accepted by the guest and paid in full. Custom Air pricing remains subject to live market conditions until ticketed. Please connect with your Experience Ambassador for a Custom Air quotation.

Can I change or cancel my flights?

Cancellations and modifications are subject to potential change fees, depending upon the nature of the request.

Request Type	More than 90 days from sailing	90 days or fewer from sailing
Cancellation	Fully Committed: 100% non-refundable from time of booking.	Cancellations result in a 100% forfeiture of the airfare
Modification	Subject to live market pricing, airline fees, and the Aviation Facilitation Fee.	Subject to live market pricing, airline fees, and the Aviation Facilitation Fee.

A non-refundable, non-transferable service fee of \$150 USD / €150 EUR / £100 GBP / \$230 AUD per guest applies to all voluntary modifications and cancellations within the 90-day window prior to traveling.

All air tickets, once issued, are governed by the specific regulations, tariffs, and fare conditions of the transporting air carrier. Guests are responsible for any airline-imposed fare differences or change penalties. Because Custom Air involves individualized itineraries, pricing and schedules are not guaranteed until the itinerary is accepted by the guest and paid in full.

How many days pre- and post-voyage can I request with Custom Air?

Guests may request Custom Air arrangements for up to 14 days before embarkation and 14 days after disembarkation from their voyage to allow for added flexibility in planning pre- and post-voyage experiences.