



# How to get Royal Caribbean Cruise Support for Refund? A Complete Guide 2026

Contact Us | Royal Caribbean Cruises

For Royal Caribbean refund support, call 877-664-1281 (US/Canada) for booking cancellations, or +44 800 054 8541 for post-cruise inquiries/disputes. General booking refunds are handled via this line, while pre-cruise purchases (excursions, dining) can be managed via [My Royal Cruise](#).

## Key Contact Information & Procedures

- Main Refund & Cancellation Support: (877) 664-1281 (Mon-Sun 7am-2am EST). Alternate: USA +1 877 664 1281 UK +44 800 054 8541 MX +52 800 351 0319 AUS 611 800 956 584
- Post-Cruise Inquiries/Disputes: +44 800 054 8541.
- Online Support/Help: [Contact Us | Royal Caribbean Cruises](#).
- Travel Insurance Claims: Contact AON (partner) regarding refunds for insured cancellations.
- Travel Advisor Bookings: Contact your travel agent directly for cancellations.
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## Dispute Procedures

- Dispute Charge: Email Royal Guest Relations at [Royalguestrelations@rccl.com](mailto:Royalguestrelations@rccl.com) within 30 days of disembarkation.
- Pre-cruise Purchases: Cancel via the My Royal Cruise portal.
- Wait Time: Expect longer hold times during peak periods, as noted by the [Royal Caribbean cancellation policy FAQ](#).

## 1. Primary Contact Channels

- Main Cancellation & Refund Line:  (877) 664-1281

- *Best for:* General booking cancellations and refund status updates.
- *Availability:* Monday–Sunday, 7:00 AM – 2:00 AM EST.
- **Post-Cruise Resolution:** 📞 (877) 664-1281 +44 800 054 8541
  - *Best for:* Inquiries or financial disputes regarding a cruise that has already been completed.

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## 2. Specific Cancellation Procedures

Service Type	Action Required
<b>Pre-Cruise Add-ons</b>	Manage or cancel shore excursions, specialty dining, and beverage packages via the <b>My Royal Cruise</b> portal.
<b>Agency Bookings</b>	If you booked through a <b>Travel Advisor</b> , you must contact them directly to process your cancellation.
<b>Insurance Claims</b>	For cancellations covered by travel protection, contact <b>AON</b> (Royal Caribbean's insurance partner) to file a claim.
<b>Online Assistance</b>	General support is available through the official <b>Contact Us</b> page on the Royal Caribbean website.

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## 3. Dispute Resolution Process

If you notice incorrect charges or wish to file a formal dispute, follow these guidelines:

- **Email Correspondence:** Send a detailed explanation of your dispute to 1-877-RCL(+1 877 664-1281) or [Royalguestrelations@rccl.com](mailto:Royalguestrelations@rccl.com).
- **Deadline:** You must submit your dispute within **30 days** of your cruise disembarkation date.
- **Customer Advice:** Be prepared for potential delays and high call +1 (877) 664-1281 volumes during peak travel seasons. Always keep your **Reservation Number** handy for faster service.

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**Note:** For the quickest service regarding pre-cruise purchases, the online portal is recommended over phone support to avoid long hold times.