



January 14, 2016

Congratulations Sandy and the entire CruCon Cruise Outlet Plus team!

It is with great honor that we award CruCon with our first ever Loyalty Partner of the Year Award for 2015. Having been the recipient of many other prestigious awards from Royal Caribbean International, such as our Chairman's Award for Overall Achievement and our President's Award for Overall Achievement, we wanted to select an award that truly defines what CruCon means to us.

The loyalty that exists with your clients, Sandy, is truly something special. You serve so many of our valued Crown & Anchor members with their Royal Caribbean vacations time and time again, delivering incredible promotions, recommendations & experiences to exceed their expectations. In addition, you have done an exceptional job highlighting the amazing value of our NextCruise program to your clients, ensuring that your clients are getting the very best value by taking advantage of the special and exclusive NextCruise offer available only during their current cruise vacation.

Sandy, beyond the loyalty that exists with your clients and the loyalty your clients display by booking their future vacations through CruCon and our NextCruise program, the loyalty that you, your team and all of your agents show to the Royal Caribbean brand is the reason why the honor of Loyalty Partner of the Year is so fitting.

Thank you for all of the loyalty you show to us and for entrusting your loyal clients to Royal Caribbean.

Congratulations,

A handwritten signature in cursive script that reads "Vicki L. Freed".

Vicki L. Freed, CTC
Senior Vice President
Sales and Trade Support & Service