



PAYMENT, CANCEL & MODIFY

支払・取消・変更方法

20191115

I. お支払・変更について

ステップ1: カード情報入力

船社のホームページから事前予約画面クルーズプランナーへログインします。

ログイン方法はこちら ◆URL :

<https://content.mikicruise.jp/public/pdfs/5bf5d115eea91f024f806157/download>

ツアー内容と金額を再確認し、問題なければ次画面でカード情報をご入力ください。

一旦カートに入れておき、後日まとめてお支払いも可能です。

寄港地観光ツアーの他、レストランやインターネットなど、他のサービスのご予約もまとめてお支払いいただけます。

① Name As it appears (カード名義人のフルネーム)

② Card Type (カードタイプ)

利用可能なカード (VISA ・ MASTERCARD ・ AMEX ・ DISCOVER ・ DINERS

※JCB はご利用いただけません)

③ Card Number (カード番号) ハイフンなしで番号を続けて入力

④ CVV Code (セキュリティーコード、裏の3ケタのコード)

⑤ Month. Year (有効期限 月、年の順)

入力後、” CONTINUE CHECKOUT” をクリック。

※ご予約時に「オンボードクレジット」がついているご予約はクルーズプランナーを開けると金額が表示されます。この金額を支払い額に充当することも可能です。

SHOPPING CART

Please review your shopping cart and complete the checkout process. If you are not ready to checkout, we will hold your reservations for a limited time.

AMOUNT DUE
\$376.00 USD

CHECKOUT

— OR —

CONTINUE SHOPPING

ONBOARD CREDIT AVAILABLE
\$76.00 USD



オンボードクレジットの金額

SHORE EXCURSIONS / 1



Amalfi Coast & Pompeii by Land and Sea
NAPLES, ITALY / 9 HOURS 30 MINUTES
Spend the day discovering two UNESCO World Heritage Sites: the iconic Amalfi Coast and the fascinating ruins of Pompeii.

DATE 07 Sep 2018
TIME 8:00 AM
TOUR LANGUAGE English



購入内容を確認

You can pay with a single credit card or select guests to pay with multiple credit cards.

I WANT TO PAY...

FULL BALANCE BY GUEST

ITEM	SUBTOTAL
Amalfi Coast & Pompeii by Land and Sea	\$376.00 USD
SUBTOTAL:	\$376.00 USD

USE ONBOARD CREDIT \$76.00 USD AVAILABLE

0.00 USD

APPLY CREDIT

TOTAL : \$376.00 USD

Please enter your credit card information

NAME AS IT APPEARS ON CREDIT CARD

CREDIT CARD TYPE

Select

CARD NUMBER

CVV CODE

MONTH

Select

YEAR

Select

AMOUNT DUE
\$376.00 USD

Amalfi Coast & Pompeii By Lan...

QUANTITY: 2
TOTAL \$376.00 USD

AMOUNT DUE
\$376.00 USD

10,000 BONUS POINTS OFFER

APPLY NOW



オンボードクレジットを充当する場合は金額を入力

ステップ2： 住所・連絡先入力

住所の入力（※ 請求書が郵送されるわけではないので、形だけのものです。）

- ① FIRST NAME (名前)
- ② LAST NAME (姓)
例) TARO MIKI
- ③ BILLING ADDRESS 1 (住所-番地から入力)
例) 1-18-16 HAMAMATUCHO MINATO-KU (ハイフンも入力可能)
- ④ CITY OR TOWN (区市町村名)
例) TOKYO
- ⑤ LOCATION (国名)
例) JAPAN
- ⑥ STATE OR PROVINCE (州名)
日本の住所の場合は Not Applicable= 該当なしを選択
- ⑦ ZIP POSTAL CODE (郵便番号)
例) 105-0013 (ハイフンも入力可能)

Royal Caribbean INTERNATIONAL EXIT CRUISE PLANNER

RECENTLY VIEWED (1) ORDER HISTORY \$76.00 USD CREDIT CART (1)

STEP 2 BILLING ADDRESS

Please enter your billing address and contact information. All fields marked with an asterisk (*) are required.

* FIRST NAME (FORENAME) * LAST NAME (SURNAME)

* BILLING ADDRESS 1

BILLING ADDRESS 2

* CITY OR TOWN

* LOCATION

* STATE OR PROVINCE * ZIP OR POSTAL CODE

YOU HAVE 1 ITEM LEFT IN YOUR CART

AMOUNT DUE
\$376.00 USD

Amalfi Coast & Pompeii By Land...

QUANTITY: 2
TOTAL
\$376.00 USD

AMOUNT DUE
\$376.00 USD

連絡先の入力

- ① DAYTIME PHONE NUMBER
※電話がかかってくることはありませんが入力必須です。日本の国番号 81 を追加して市外局番最初の 0 を外して入力してください。ハイフンは外してください。
例) 81354048825 (03-5404-8825 の場合)
- ② FIRST NAME
- ③ LAST NAME
例) HANAKO MIKI

③ E-MAIL ADDRESS（重要！！ 予約確認書が送信されますので誤りのないようご入力ください。）

例) -----@gmail.com

④ I have read and agree to the “Terms and Conditions”.（規約と条件を読み、了承しました。）

左のチェックボックスにチェック（必須）。

入力後、” CONTINUE CHECKOUT” をクリック。

CONTACT INFORMATION

Please enter your contact information below.

* DAYTIME PHONE NUMBER

Please enter Daytime Phone Number

* FIRST NAME (FORENAME)

* LAST NAME (SURNAME)

Enter first and last name email should be addressed to.

* E-MAIL ADDRESS:

A confirmation email will be sent once your order is processed

* I have read and agree to the: “Terms and Conditions”



BACK TO CART

CONTINUE CHECKOUT

ステップ3：購入内容の最終確認

金額と内容を再確認してください。

“SUBMIT PAYMENT” クリックにて最終確認になります。

[Continue Shopping](#)

STEP 1: PAYMENT INFORMATION

STEP 2: PERSONAL INFORMATION

STEP 3: REVIEW ORDER

STEP 3 REVIEW ORDER

Please review your excursion, dining, beverage, spa, entertainment, and onboard activities below. Space is limited on many offerings, we can only hold reservations for a limited time. Please make a payment to lock in your reservations.

AMOUNT DUE
\$376.00 USD
[SUBMIT PAYMENT](#)

SHORE EXCURSIONS / 1



Amalfi Coast & Pompeii by Land and Sea
NAPLES, ITALY / 9 HOURS 30 MINUTES
Spend the day discovering two UNESCO World Heritage Sites: the iconic Amalfi Coast and the fascinating ruins of Pompeii.

DATE 07 Sep 2018
TIME 8:00 AM
TOUR LANGUAGE English

[VIEW GUEST INFORMATION AND PRICES](#)

TOTAL **\$376.00** USD

Price Shown Reflects Your Discount



AMOUNT DUE
\$376.00 USD
[BACK TO CART](#) [SUBMIT PAYMENT](#)



* ご予約（決済前）を変更する場合

“BACK TO CART” をクリックすると前の画面に戻ります。

お支払いが完了しているツアーは一度取消をしてからまた新たに予約したいツアーをご予約ください。

HOME

SHORE EXCURSIONS

DINING & BEVERAGE



INTERNET & MORE

ENTERTAINMENT & ACTIVITIES

MY CALENDAR

Home > Shopping Cart

[Continue Shopping](#)

SHOPPING CART

Please review your shopping cart and complete the checkout process. If you are not ready to checkout, we will hold your reservations for a limited time.

AMOUNT DUE
\$376.00 USD
[CHECKOUT](#)
- OR -
[CONTINUE SHOPPING](#)
ONBOARD CREDIT AVAILABLE
\$76.00 USD

SHORE EXCURSIONS / 1



Amalfi Coast & Pompeii by Land and Sea
NAPLES, ITALY / 9 HOURS 30 MINUTES
Spend the day discovering two UNESCO World Heritage Sites: the iconic Amalfi Coast and the fascinating ruins of Pompeii.

DATE 07 Sep 2018
TIME 8:00 AM
TOUR LANGUAGE English

[VIEW GUEST INFORMATION AND PRICES](#)

Modify Remove

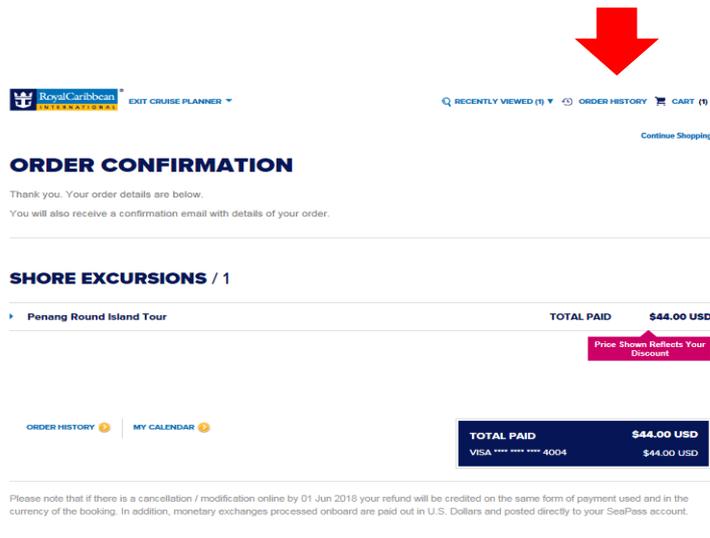
TOTAL **\$376.00** USD

Price Shown Reflects Your Discount

ステップ4：ご予約完了画面

クレジットカードからお支払いが完了しています（カートの数字が0になっています）。

ご予約内容は、” ORDER HISTORY” / “MY CALENDAR” で再確認いただけます。



申込み完了後、登録したメールに予約確認メールが届きます。

～以下サンプルメール～

=====
(件名) Cruise Planner Confirmation (ご予約確認書)
(From) DONOTREPLY@royalcaribbean.com

Dear Taro,

Below you will find a brief description of the item(s) you 've just reserved. For a full summary, please go to <http://www.royalcaribbean.com/cruiseplanner>. Once logged in, your Order History will display all your reservation(s).

Reservation Number: xxxx335
Cruise: 7 Night Western Mediterranean Cruise
Ship Name: Symphony Of The Seas
Date of Departure: 06-Sep-2018
Departing From: Civitavecchia (Rome), Italy

Below you will find a brief description of the items you have reserved.

DAY 2
07-Sep-2018
SNAPLES, ITALY

Amalfi Coast& Pompeli by Land and Sea

08:00 AM

Total Cost: 376.00 USD

Guaranteed Language: English

GUEST NAME	PAYMENT	FORM OF PAYMENT
Taro Miki	188.00 USD	*****4004
Hanako Miki	188.00 USD	*****4004

Shore Excursion activities and times are subject to change. Royal Caribbean reserves the right to verify eligibility upon arrival to the activity. Final meeting time and place will be indicated on the excursion ticket(s) which will be delivered to your stateroom on the evening we set sail.

You can change or cancel reservations made using our Cruise Planner up until 15-Oct-2018 11:59 PM EDT. All monetary exchanges processed onboard are paid out in U.S. Dollars directly to your SeaPass onboard charge account unless otherwise specified.

Our "Countdown to Cruise" is packed with features to help you prepare for your vacation. You can complete your Online Check-In, make reservations in advance using our Cruise Planner, and we've even added a digital countdown to your embarkation date. Begin your Countdown to Cruise by visiting [Royal Caribbean Countdown to Cruise](#)

We look forward to welcoming you aboard soon!

Royal Caribbean International

=====

II ご予約の変更

1. 予約内容を確認

Cruise Planner にアクセスできるのは、出航の 4 日前までです。以降のキャンセルは乗船後船内でお申し出ください。返金は船内会計になります。

申込み済で決済が完了している寄港地観光を変更する場合、右上の" ORDER HISTORY" の中に入り申込みの予約内容を確認した後、" Modify (変更)" をクリックしてください。



ORDER HISTORY

 Your order history is a detailed list of all items that have been purchased for your cruise vacation.

SHORE EXCURSIONS / 1

 Singapore Sojourn DATE 18 Oct 2018 TIME 8:31 AM-12:31 PM

[VIEW ORDER DETAILS](#)

 Modify [Cancel](#) **AMOUNT DUE \$0.00 USD**



Price Shown Reflects Your Discount

AMOUNT DUE \$0.00 USD

[VIEW FULL CALENDAR](#)

<変更画面>

Modify ボタンから変更できるのは、以下 4 項目です。(観光の内容自体の変更はできません。再度予約画面から購入手続きを行ってください。)

Number of Guests (参加人数)

Day-Date (日付、複数設定がある場合)

Language (言語=英語を再度選択してください)

Time (時間、複数設定がある場合)

CHANGE RESERVATION

From here you can Change the Date & Time of Excursion and Add or Remove Guest. See below to select a new date, time for Singapore Sojourn
[Cancel](#)

Modify: Singapore Sojourn



Singapore Sojourn
 SINGAPORE / DURATION: 4 HOURS
 Multi-heritage Singapore is camera-ready in this coach and walk orientation tour full of contrasting sights, districts and landscapes.

DATE 18 Oct 2018
TIME 8:31 AM
PRICES \$59.00 USD Adult
 \$50.00 USD Child

[Additional Terms & Conditions apply.](#)

Price Shown Reflects Your Discount

NO. OF GUESTS - DATE & TIME	SELECT GUESTS	PREFERENCES								
Select number of guests, day - date, and time & price.										
<table style="width: 100%;"> <tr> <td style="width: 25%;">NUMBER OF GUESTS</td> <td style="width: 25%;">DAY - DATE</td> <td style="width: 25%;">LANGUAGE</td> <td style="width: 25%;">TIME</td> </tr> <tr> <td>2</td> <td>Day 1 - 18 Oct 2018</td> <td>English</td> <td>8:31 AM - \$59.00 USD Adult, \$50.00 USD Child</td> </tr> </table>	NUMBER OF GUESTS	DAY - DATE	LANGUAGE	TIME	2	Day 1 - 18 Oct 2018	English	8:31 AM - \$59.00 USD Adult, \$50.00 USD Child		
NUMBER OF GUESTS	DAY - DATE	LANGUAGE	TIME							
2	Day 1 - 18 Oct 2018	English	8:31 AM - \$59.00 USD Adult, \$50.00 USD Child							

Only Modifying Date & Time? [Review Order Changes](#)

[NEXT](#)



2. 変更の詳細を VIEW DETAILS から確認し、内容が正しければ COMPLETE ORDER をクリックしてください。

Home » Shore Excursions » Change Reservation » Review Order Changes

REVIEW ORDER CHANGES

You have opted to modify the items below. [DONT MODIFY ORDER](#)

Since the details of your order have changed, you may see a price change from your original order.

MODIFIED ORDER

Singapore Sojourn DATE Day 1 - 18 Oct 2018 TIME 8:31 AM

[VIEW ORDER DETAILS](#)

GUEST NAME	RESERVATION #	FORM OF PAYMENT	AMOUNT
		VISA-4004	\$59.00 USD
		UNPAID	\$0.00 USD
		UNPAID	\$50.00 USD
		VISA-4004	\$59.00 USD
SUBTOTAL			\$168.00 USD
PREVIOUSLY PAID			\$118.00 USD
AMOUNT DUE			\$50.00 USD

[Modify](#) [Remove](#)

[ORDER HISTORY](#) [MY CALENDAR](#)

TOTAL PURCHASE \$50.00 USD

[CANCEL](#) [COMPLETE ORDER](#)

3. 再度変更後の内容を確認してください。

Home » Shopping Cart [Continue Shopping](#)

SHOPPING CART

Please review your shopping cart and complete the checkout process. If you are not ready to checkout, we will hold your reservations for a limited time.

AMOUNT DUE \$50.00 USD

[CHECKOUT](#)

— OR —

[CONTINUE SHOPPING](#)

SHORE EXCURSIONS / 1

Singapore Sojourn
SINGAPORE / 4 HOURS

Multi-heritage Singapore is camera-ready in this coach and walk orientation tour full of contrasting sights, districts and landscapes.

DATE 18 Oct 2018
TIME 8:31 AM
TOUR LANGUAGE English

[VIEW GUEST INFORMATION AND PRICES](#)

[Modify](#) [Remove](#)

TOTAL \$50.00 USD

Price Shown Reflects Your Discount

4. その後、再度支払情報を入れます。(ステップ1を参照してください。)

Ⅲ ご予約の取消

1. 予約内容を確認

Cruise Planner にアクセスできるのは、出航の 4 日前までです。以降のキャンセルは乗船後船内でお申し出ください。返金は船内会計になります。

申込み済で決済が完了している寄港地観光を変更する場合、右上の”ORDER HISTORY”の中に入り申込みの予約内容を確認した後、”Cancel（取消）”をクリックしてください。

ORDER HISTORY

Your order history is a detailed list of all items that have been purchased for your cruise vacation.

VIEW FULL CALENDAR

See all of your scheduled purchases and reservations in your calendar

SHORE EXCURSIONS / 1

Singapore Sojourn DATE 18 Oct 2018 TIME 8:31 AM-12:31 PM

VIEW ORDER DETAILS

Modify Cancel AMOUNT DUE \$0.00 USD

Price Shown Reflects Your Discount

AMOUNT DUE \$0.00 USD

See all of your scheduled purchases and reservations in your calendar

VIEW FULL CALENDAR

<キャンセル画面>

再確認画面が表示されます。問題なければ” YES” を押してください。

CANCEL ORDER

Are You Sure You Want To Cancel Penang Round Island Tour? This will affect all guests under this reservation

YES

SHORE EXCURSIONS / 1

Penang Round Island Tour DATE 05 Jun 2018 TIME 4:15 PM-8:45 PM

VIEW ORDER DETAILS

Circumnavigate this beautiful island for a peek into its world.

GUEST NAME	RESERVATION	PRICE
Yukiko Nakasuji	6657498	\$44.00 USD
*Service Charge		\$0.00 USD
TOTAL		\$44.00 USD
TOTAL PAID		\$44.00 USD

Modify Cancel AMOUNT DUE \$0.00 USD

2. もう一度キャンセルの確認画面（REVIEW CANCELLATION）が表示されます。金額、カード情報を再確認してください。（カード番号は下4桁のみ表示）

REVIEW CANCELLATION

You have opted to CANCEL the items below.
Your refund will be credited to your original form of payment.

! You want to cancel Singapore Sojourn. This will cancel for all associated guests.

Singapore Sojourn DATE 18 Oct 2018 TIME 8:31 AM-12:31 PM

[VIEW ORDER DETAILS](#)

Do Not Cancel	REFUND	\$118.00 USD
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[ORDER HISTORY](#) [MY CALENDAR](#)

TOTAL REFUND	\$118.00 USD
VISA **** * 4004	\$118.00 USD

[CANCEL](#) [CONFIRM CHANGES](#)

3. “CONFIRM CHANGES” をクリックするとキャンセル完了です。

CONFIRM CANCELLATION

The following orders have been cancelled:

Your order has been cancelled. Your refund will be credited to your original form of payment.

Singapore Sojourn DATE 18 Oct 2018 TIME 8:31 AM-12:31 PM

[VIEW ORDER DETAILS](#)

	REFUND	\$118.00 USD
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[ORDER HISTORY](#) [MY CALENDAR](#)

TOTAL REFUND	\$118.00 USD
VISA **** * 4004	\$118.00 USD

メールが届きます。

～以下サンプルメール～

=====
(件名) Cruise Planner Cancellation Summary (キャンセルのご確認)
(From) Royal Caribbean International - PLEASE DO NOT REPLY TO THIS EMAIL
<royalcaribbeaninternational@royalcaribbean.com>

Dear Taro,

Your order has been cancelled. Please print this page for your records.

Reservation Number: xxxx335

Cruise: 4 Night Port Klang & Phuket Cruise
Ship Name: Voyager Of The Seas
Date of Departure: 18-Oct-2018
Departing From: Singapore

Below you will find a brief description of the items you have cancelled.

DAY 1
18-Oct-2018
Singapore

Singapore Sojourn
08:31 AM

Total Cost: 118.00 USD

Guaranteed Language: English

GUEST NAME	PAYMENT	FORM OF PAYMENT
Taro Miki	59.00 USD	*****4004
Hanako Miki	59.00 USD	*****4004

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All monies will be credited or reimbursed based on your original form of payment.

Our "Countdown to Cruise" is packed with features to help you prepare for your vacation. You can complete your Online Check-In, make reservations in advance using our Cruise Planner, and we've even added a digital countdown to your embarkation date. Begin your Countdown to Cruise by visiting [Royal Caribbean Countdown to Cruise](#)

We look forward to welcoming you aboard soon!

Royal Caribbean International
