

# Innovation25 Frequently Asked Questions

## [General Questions](#)

### **What does the agenda/itinerary look like?**

Saturday, June 14, 2025 – Arrival in Houston, 1 night stay at Marriott South Hobby Airport

Saturday, June 14, 2025 – Welcome Reception 7:00-9:00pm Marriott South Hobby Airport

Sunday, June 15, 2025 – Depart aboard Harmony of the Seas, Galveston, TX port 4:00pm

Monday, June 16, 2025 – Conference sessions – 9:00am to 5:00pm

Tuesday, June 17, 2025 – Conference sessions – 9:00am to 3:00pm; Formal night dinner

Tuesday, June 17, 2025 – Trade Show 3:00pm to 5:00pm

Wednesday, June 18, 2025 – Port – Roatan, Honduras 8:00am to 5:00pm

Thursday, June 19, 2025 – Port – Costa Maya, Mexico 8:00am to 5:00pm

Friday, June 20, 2025 – Port – Cozumel, Mexico 7:00am-5:00pm

Saturday, June 21, 2025 – At Sea enjoying the Harmony of the Seas

Saturday, June 21, 2025 – Women of IAOPA brunch aboard Harmony of the Seas 11:30am to 1:00pm

Sunday, June 22, 2025 – Arrive Galveston, TX cruise port 7:00am

### **What will the General Sessions consist of:**

Peer-to-Peer presentations by your IAOPA fellow members on all topics relative to running your agency successfully. Full lineup and topics TBD.

### **May my spouse/guest attend the conference sessions with me as an IAOPA member?**

Yes! Any spouse/guest who is age 18 or older may attend the conference sessions with the purchase of a regularly priced conference ticket.

### **Are the organizers of IAOPA being paid commissions for the cabins being booked?**

Yes, as is typical with travel agency bookings, the cruise line will pay a commission for every cabin booked. Dave Jackson, Cruise Planners will be diverting all travel agency commissions to IAOPA Foundation to help further IAOPA member education.

### **Will I need to rent a car?**

There will be no need to rent a car.

### **If I am driving, where can I park my car during the cruise/conference?**

If you are local and will be driving, parking is available nearby **the RCCL cruise terminal at the cruise port in Galveston, TX**. [EZ Cruise Parking, 2727 Santa Fe Place, Galveston, TX 77550]. You are also welcome to stay Saturday night at the pre-cruise hotel, where parking is at no cost.

### **Where can I find details about the Harmony of the Seas?**

Every detail you could imagine is answered at [www.IAOA.com/Innovation25](http://www.IAOA.com/Innovation25) through the cabin booking process, including deck plans, ship details, complete itinerary and ports of call.

### **Where can I get cruise/conference updates after I have registered?**

Simply join our private Facebook group for Innovation25 attendees and exhibitors only at [www.Facebook.com/Innovation25](http://www.Facebook.com/Innovation25)

### **Can I write off the expense of this conference/cruise as a business expense?**

Most likely yes for a portion of the expense. Please contact your accountant for a professional determination to be sure.

## **Pre-Booking Questions**

### **Can I book a cabin for myself as a single occupant?**

Yes you can. Simply book your cabin as a single occupant at the prevailing cruise fare.

### **I want to book my cabin but need a roommate. How do I do that?**

First, we must locate a roommate for you and then the two of you may book your cabin.

### **Can I bring my family and book 3 or 4 in a cabin?**

Yes! All of our group cabins are built for doubles, so we can simply book you into any cabin category outside the group initially, and then we will manually merge your reservation into our group so that you are able to take advantage of our group perks.

### **I see your group cabins accommodate either 1 or 2 people in a cabin with categories of ocean view and balcony. What if I want to upgrade to a suite or other cabin type outside the IAOA Innovation25 group?**

No problem! You would simply book any cabin category through Dave Jackson, Cruise Planners at [Dave.Jackson@CruisePlanners.com](mailto:Dave.Jackson@CruisePlanners.com). Once your reservation is confirmed, your cabin will be transferred by Cruise Planners into our IAOA Innovation25 group, so that you may enjoy any amenities that our group offers.

### **If I want 2 cabins, one for family members or kids, can I request that they are adjoining?**

Yes you can, and we will confirm this immediately after booking.

**What meals are included in my cabin booking?**

Meals in all cafeterias or restaurants are included (private restaurants may require a reservation and payment for your meals) from the time you board the ship until the time you disembark. Cafeteria/restaurant open schedules apply.

**Do I need to make a deposit to book my cabin?**

Yes, a \$250 refundable deposit is required per person to hold your cabin reservation.

**Is my cabin deposit refundable?**

Yes, it is until your final payment date of March 18, 2025. After that date, any refunds are subject to a cancellation policy.

**My cabin roommate and I would like to pay for each of our own cruise/conference expenses. Is that possible?**

Yes it is! You and your roommate will each be allowed to pay separately with your own credit card for your own expenses of any kind.

**How do I book any excursions for when we are at the ports of call?**

After you have booked your cabin, you will establish an online account with Royal Caribbean. Through your online portal, booking excursions will be available.

**I see the departure date is Sunday, June 15, 2025 at 4:00pm. Can I book my flight to arrive in Houston the morning of Sunday, June 15, 2025?**

We HIGHLY recommend that you book your flight on Saturday to arrive in Houston, Texas and stay at our contracted hotel on Saturday night, June 14<sup>th</sup>. If you have flight delays and miss the ship, there are no refunds of any kind.

**Are gratuities included with my cabin booking?**

Yes, Included in your cabin booking will be: base fare, port fees, applicable taxes and on board gratuities.

**Should I buy travel insurance for my trip?**

It is highly recommended that travel insurance is purchased to cover trip cancellation, medical expenses, delay expenses and other expenses covered by travel insurance. Contact your travel advisor at [Dave.Jackson@CruisePlanners.com](mailto:Dave.Jackson@CruisePlanners.com).

**Where do I book my cabin, flight, conference, hotel, excursions, etc?**

Your cabin, conference fee, optional conference activities, and pre-cruise hotel will be booked through the appropriate links at [www.IAOA.com/Innovation25](http://www.IAOA.com/Innovation25).

Your flights will be booked by you directly with the airline of your choice.

Any port of call excursions will be booked with Royal Caribbean once your RCCL account has been established.

**How will I travel from my arrival airport in Houston, TX to the Saturday night pre-cruise hotel?**

We suggest you contact your favorite ride share company or taxi company. [**Marriott South Hobby Airport**, 9100 Gulf Freeway, Houston, TX 77017]

**How will I travel from my Saturday night pre-cruise hotel to the cruise port in Galveston, TX?**

Innovation25 will provide comfortable bus transportation from the hotel front door to the **Royal Caribbean Cruise Line port in Galveston, TX** [1402 Harborside Drive, Galveston, TX 77550]

**Will I be able to purchase a drink package for when I am on board the ship?**

Yes, you may do this in advance of the sailing in your RCCL account or on board the ship.

**While Sailing Questions**

**What is the weather likely to be and dress code during conference days?**

In June, Caribbean weather will be quite warm and sometimes humid with ocean breezes. For all events, the suggested dress is island casual, including conference days. On one or two nights the ship will conduct a formal night for dinner. Formal dress is optional but it's amazing to see all our peers in formal attire for photos! Also, we suggest you pack a light sweater or jacket for cooler evenings.

**Can I pay cash for gifts and sundries like coffee while on the ship?**

No. Upon registration just before boarding the ship, you will be issued a SeaPass card with your credit card attached to it. ALL purchases on board the ship will be paid with your SeaPass card. Your SeaPass also serves as your cabin room key. While off the ship, purchases will be made as usual.

**Post-Sailing Questions**

**When should I book my flight home after the cruise/conference?**

If you are leaving for home directly after disembarking on Sunday, June 22, 2025 starting at 7:00am, we suggest you schedule your flight for NO EARLIER than 1:00pm.