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# PRESS RELEASE

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## **Attorney General Brown Announces Settlement with Royal Caribbean Cruises Ltd. over Cancelled Jazz Cruises** *Cruise Company to Return Nearly \$1.3 Million to Maryland Consumers*

BALTIMORE, MD (April 3, 2024) – Maryland Attorney General Anthony G. Brown announced today that his Consumer Protection Division has entered into a [settlement](#) resolving an investigation into Royal Caribbean Cruise Ltd., d/b/a Royal Caribbean International, regarding 2021 and 2022 Capital Jazz “SuperCruise” sailings. Tickets for the cruises were sold by a Maryland-based company, Capital Jazz, Inc., but the cruises were cancelled during the COVID-19 pandemic. Capital Jazz is not a party to this settlement, but Royal Caribbean has agreed to pay amounts owed to consumers who have not received refunds from Capital Jazz.

“Consumers deserve a refund when a business fails to deliver, even in unforeseen circumstances like the pandemic,” **said Attorney General Brown**. “Our Consumer Protection Division strives to ensure consumers are protected when businesses fail to return consumer money for goods and services they never receive.”

Under this settlement, Royal Caribbean has agreed to pay nearly \$1.3 million in refunds to consumers who were scheduled to embark on the Capital Jazz SuperCruises, as well as a \$100,000 payment to the Attorney General’s Office.

As part of the settlement, Royal Caribbean has also agreed to update its Resale Cruise Ticket Contracts and website to inform consumers of their ability to obtain refunds, including under recent changes to the Federal Maritime Commission’s regulations.

Consumers who have not received a refund related to the Capital Jazz SuperCruises *do not* need to take any action. Consumers who have not yet received a refund will receive a check in the mail within the next three months. Consumers with questions about the Attorney General’s settlement with Royal Caribbean can call 410-528-8662.

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<https://www.marylandattorneygeneral.gov/press/2024/040324.pdf>