

Island Cruises Rolls out Onboard's Guest Complaint Companywide

Miami, FL – January 15th, 2008 – [OnboardD](#) announced today that Island Cruises has completed its companywide roll out of OnboardD's industry leading Guest Complaint System. This system interfaces directly to OnboardD's [IssuTrax™ AVO](#) System and provides the functionality to handle all Island Cruises' Guest Complaints received both on the ships and at their shoreside Customer Services center.

Guest Complaints is normally a manual and time consuming process in the hospitality industry. Now with OnboardD's Guest Complaint offering, a cruise line or a hotel can better manage the entire lifecycle of a guest's complaint including refunds and compensation. The system allows a user to see exactly how long and how often certain issues occur and in some cases prevent them from even occurring again. Without such a system a hotel or cruise line can only manage the complaint on a location by location basis having little information to make the best and most informed decision.

OnboardD's Guest Complaint System also connects directly to a site's property management and phone system and also has the option to be remotely accessed from anywhere in the world via SaaS (Software As A Service). No other system in the hospitality industry can provide such connectivity and advanced features.

"Island Cruises is now able to manage their entire Guest Complaint process from one system, an industry first." said OnboardD co-founder and Managing Partner Jimmy Lopez. "Island Cruises is a true industry leader in technology innovations for its guests and we are excited that they are taking advantage of our products in the AVO and Work Order market space."

"Throughout the years OnboardD has cost effectively and efficiently provided our Application Development and IT support, in some cases at rates 50% below their competitors. We are delighted to be expanding upon our past successes with their Software by rolling out their Customer Service solution across our company. We can now watch our old manual processes be replaced while multiplying our returns in the Customer Services arena." said Nick Pietrocarlo, Director of Information Technology for Island Cruises.

About Island Cruises

Island Cruises, a joint venture from First Choice Holidays, PLC (LSE: FCD.L) and Royal Caribbean Cruises(NYSE: RCL; OSE).Ltd, launched in March 2002 and has carried over 350,000 British guests in the Mediterranean over the last six summers with excellent satisfaction levels.

About Onboard Software and Onboard Technical Services

OnboardD provides cruise lines of all sizes with shipboard technical and management services, as well as its suite of software products: CyberCafe@Sea™ a wired/wireless Internet Café, IssuTrax™ AVO a facility maintenance and guest services application, Check-In@Sea™ an e-NOA/D and APIS compliant passenger check-in system, and CurrencyXchange™ a foreign currency exchange system. For more information please visit www.onbts.com or call +1 (305) 860-7760.