

WINTER 2021/22 DEPLOYMENT MODIFICATION FAQs

Celebrity Cruises has announced deployment modifications for the Winter 2021/22 season. We will offer various compensation options for our guests and Travel Advisors impacted by these ship changes or cancelled programs for Winter 2021-22. Guests will have the option for a refund or to move to an alternative sailing date with the below compensation:

| CURRENT SHIP | NEW SHIP | GUEST COMPENSATION / BONUS COMMISSION |
|---|--|---|
| EG Long Caribbean 11/12/21 - 4/8/22 | SI Long Caribbean | Move to SI Long Caribbean, or any other Winter 2021 - 22 Caribbean sailing at prevailing rate plus OBC per stateroom as below: \$200 interior, ocean view, standard veranda \$300 Infinite Veranda, Concierge Class, AquaClass \$400 Retreat \$50 Bonus Commission (US/CAD/LACAR/UK&I/EMEA) |
| SM 7-Night San Juan 10/16/21 - 4/30/22 | N/A | Move to any other Winter 2021 - 22 Caribbean sailing at prevailing rate plus OBC per stateroom as below: \$200 standard interior, ocean view, standard veranda, Infinite Veranda, Concierge Class, AquaClass \$400 Retreat \$50 Bonus Commission (US/CAD/LACAR/UK&I/EMEA) |
| IN Short Caribbean 1/3/22 - 4/2/22 | N/A | Move to any other Winter 2021 - 22 Caribbean sailing at prevailing rate plus OBC per stateroom as below: \$100 standard interior, ocean view, standard veranda, Infinite Veranda, Concierge Class, AquaClass \$200 Retreat \$50 Bonus Commission (US/CAD/LACAR/UK&I/EMEA) |
| IN Short Caribbean 11/3/21 - 4/21/22 | SM Short Caribbean | Move from IN to SM sailing in like for like stateroom category at rate paid |
| SI South America 12/5/21 - 3/27/22 | IN South America | Move to any other Winter 2021 - 22 IN South America sailing at prevailing rate plus OBC per stateroom as below: \$200 standard interior, ocean view, standard veranda, Concierge Class, AquaClass \$400 Retreat \$50 Bonus Commission (US/CAD/LACAR/UK&I/EMEA) |
| SI Europe 10/29/21, 11/7/21 | IN Europe 10/19/21, 10/31/21, 11/7/21, 11/14/21, 11/21/21 | Move to any Europe sailing at prevailing rate plus OBC per stateroom as below: \$200 standard interior, ocean view, standard veranda, Infinite Veranda, Concierge Class, AquaClass \$400 Retreat OBC \$100 Bonus Commission (US/CAD/LACAR/UK&I/EMEA) |
| Transatlantics IN 10/19/21, SI 11/9/21 | N/A | Move to any Celebrity sailing of 7-Nights or longer at prevailing rate plus OBC per stateroom as below: \$200 standard interior, ocean view, standard veranda, Infinite Veranda, Concierge Class, AquaClass \$400 Retreat OBC \$50 Bonus Commission (US/CAD/LACAR/UK&I/EMEA) |

Q. #1: My sailing was cancelled by Celebrity, why am I not eligible for a 125% Future Cruise Credit?

A: Sailings in 2021 outside of final payment are not eligible for 125% FCC but will receive an OBC if the original reservation is rebooked.

Q. #2: Will I receive the same stateroom accommodations on my new cruise?

A: You may choose any new stateroom based on availability.

Q. #3: How will I receive this Onboard Credit ("OBC")?

A: Onboard Credit will be applied automatically for qualified bookings.

Q. #4: Is my new booking eligible for Cruise with Confidence?

A: If your original booking was made before November 30, 2020 you are eligible for our Cruise with Confidence program. Details on www.TheCelebrityCommitment.com.

Q. #5: If my original booking is still on Offered Status and the sailing is cancelled, do I need to put down a deposit on my new sailing?

A: If your original booking was in Offered Status with no deposit paid, you will need to pay a deposit by the deposit due date on the new sail date.

Q. #6: My sailing was Long Caribbean on Celebrity Edge. Can I move to a different Celebrity Edge 7N sailing and still receive this compensation?

A: As announced on November 17th, the Celebrity Edge will no longer be sailing long Caribbean itineraries next Winter. Therefore, guests booked on Celebrity Edge sailings departing between 11/12/21 and 4/8/22 have the option to rebook on the Celebrity Silhouette 10/11-night Caribbean sailings or any other Winter 2021/22 sailing departing between October 2021 and April 2022, including the new Edge 7-Night sailings, at prevailing rates.

Q. #7: My sailing was in Europe on Celebrity Silhouette. Can I move to a different Celebrity Europe sailing, not on Celebrity Infinity, and still receive this Onboard Credit ("OBC") compensation?

A: Yes, guests booked on the Celebrity Silhouette sailing of 10/29/21 or 11/7/21 may rebook any Europe voyage in 2021, departing between April and November 2021, at prevailing rates.

Q. #8: If I want to change my vacation to another destination in 2021/22 can I do so and keep the same OBC compensation?

A: OBC Compensation varies by itinerary, please refer to the grid at the top of this document.

Q. #9: If my sailing was on Celebrity Infinity and I move to Celebrity Summit at the same rate paid, will I be guaranteed the same category and cabin number?

A: We are pleased to advise your departure date, itinerary and stateroom category will remain exactly the same. No action needs to be taken on your part as our Customer Service Teams are working to automatically move your reservation to the Celebrity Summit. Once the process is completed you will receive a refreshed booking invoice via email with your new stateroom number.

Q. #10: If I move my cruise to another sailing at the prevailing rate and the price is less, how will I receive that difference?

A: The difference in cruise fare, taxes or fees, will be credited back to your original form of payment.

Q. #11: If I move to another cruise and the prevailing rate is more expensive, will I need to pay the difference in cruise fare?

A: Yes, you will need to pay any difference in cruise fare, taxes or fees.

Q. #12: When will Celebrity Cruises start sailing again in the US?

A: The new CDC order establishes a pathway for our ships to return to service, and that's an important step in the right direction. The Healthy Sail Panel's recommendations serve as an important foundation towards our return and we have already begun to implement these recommendations. While we are eager to welcome our guests back on board, we have a lot to do between now and then, and we're committed to taking the time to do things right. This includes training our crew in new health and safety protocols and conducting trial sailings to stress-test those protocols in real-world conditions. We will return to sailing only when we are confident that it is safe to do so and we'll continue to keep everyone updated on the progress of our return to sailing efforts.

Q. #13: We noticed that the CDC's Conditional Sail Order restricts long voyages, how will Celebrity be working to meet this requirement for 2021?

A: The new CDC order establishes a pathway for our ships to return to service. While we are eager to welcome our guests back on board, we have a lot to do between now and then. Celebrity Cruises is currently reviewing all 2021 deployment to ensure we comply with the CDC's guidance and continue to offer our guests the best possible vacation experience in each destination. Should modification to our 2021 itineraries be needed, guests and travel partners booked on affected sailings will be contacted directly. Thank you for your patience and understanding as we work through these unique circumstances.

Q. #14: How can I sign up to volunteer for a trial sailing (or simulation voyage)?

A: Thank you for your interest in our Simulation Voyages. Celebrity Cruises is continuing to work with the CDC on a clear understanding of the new Conditional Sail Order, along with what steps will need to be completed as we prepare for any upcoming Simulation Voyages. Once a clear plan of action has been established, we will advise further if volunteers outside of the company will be needed. (If the caller would like to be contacted in the event volunteers are needed please take their name, phone number and email address.)

Q. #15: Will you be modifying January through September 2021 sailings and when will we know?

A: Celebrity Cruises is currently reviewing all 2021 deployment to ensure we comply with the CDC's guidance and continue to offer our guests the best possible vacation experience in each destination. Should modification to our 2021 itineraries be needed, guests and travel partners booked on affected sailings will be contacted directly. Our primary goal continues to be a seamless healthy return to service for our guests, crew and the communities we visit. Rest assured, we are working closely with local health and government authorities towards this shared goal. Thank you for your patience and understanding as we work through these unique circumstances.

Q. #16: Now that the City of Key West has approved the cruise ship referenda will Celebrity still call on Key West?

A: In light of the recent referenda decision, Celebrity Cruises is currently reviewing all future calls to the port of Key West. Should modification to any itinerary scheduled to call on Key West be needed, guests and travel partners booked on affected sailings will be contacted directly.

TRADE FACING FAQs

Q. #1: Is there additional commission for the travel agency?

A: Yes, an additional bonus commission for the travel agency is included, \$100 for Europe sailings, and \$50 bonus commission, per stateroom for the other impacted sailings. Please refer to the grid at the top of this document.

Q. #2: Will my commission be protected if prevailing rate is less, and will it be increased if prevailing rate is higher?

A: Commission should reflect the standard commission amount of the new sailing plus the bonus commission in the offer. Commission will go up/down depending on new sailing booked.

Q. #3: How will my client receive this onboard credit?

A: Onboard Credit will be applied by our call center agents via option code for qualified bookings.