



**FLIGHTS** by Celebrity<sup>SM</sup>  
POINTS | PRICE | PROTECTION



## FLIGHTS BY CELEBRITY<sup>SM</sup> | FAQ

### ABOUT FLIGHTS BY CELEBRITY<sup>SM</sup>

#### What is Flights by Celebrity<sup>SM</sup>?

Flights by Celebrity<sup>SM</sup>, Celebrity Cruises' air program, is the best way to ensure you get exactly what you want in air travel—the best rates, the flexibility to personalize your flight plans, and the security in knowing there's a staff of dedicated Flights by Celebrity<sup>SM</sup> Specialists available 24/7 to provide any assistance you may need along the way. Together, Celebrity Cruises and Flights by Celebrity<sup>SM</sup> take care of all your vacation needs—from the time you book your cruise to the time you arrive home.

Now, booking your complete vacation – including air travel – is easier than ever. And, unlike other travel services, you get all these premium benefits with absolutely no booking fees.

#### How do I use Flights by Celebrity<sup>SM</sup>?

Book your complete Celebrity Cruises vacation with one of our Flights by Celebrity<sup>SM</sup> Specialists, online at [celebritycruises.com](http://celebritycruises.com), or with your travel agent.

#### Flights by Celebrity<sup>SM</sup> Specialists

Our air specialists can be reached 24 hours a day, 7 days a week by calling 800-533-7803.

#### CelebrityCruises.com

When making a new cruise reservation on [celebritycruises.com](http://celebritycruises.com), you will be prompted to purchase your flights through Flights by Celebrity<sup>SM</sup> after the cruise booking process. If you have already booked your cruise and would like to schedule your flights, visit [celebritycruises.com](http://celebritycruises.com) and log in to your account using your booking number and then add your flights. To search for flights before you book your cruise, visit [www.flightsbycelebrity.com](http://www.flightsbycelebrity.com).

#### Travel Agent

Contact your travel agent and request Flights by Celebrity<sup>SM</sup> to complete your booking to ensure you receive all the premium benefits that Celebrity Cruises' air program provides.



SAIL BEYOND BORDERS

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### **Why choose Flights by Celebrity<sup>SM</sup>?**

Flights by Celebrity<sup>SM</sup> provides premium benefits and a seamless travel experience.

#### Points

Flights by Celebrity<sup>SM</sup> gives you complete flexibility in booking, which means you earn points with your favorite airline. You choose the days and times you want to fly. You choose the airline. In the end, you're assured the flight schedule and airline that you want. It's that easy.

#### Price

Flights by Celebrity<sup>SM</sup> gives you the best prices available on your flights. We guarantee it. Our Lowest Airfare Guarantee\* means you get the best value in air travel – a benefit no other cruise line offers. So, there's no need to jump from site to site comparing rates. And, if you book with us and find a lower fare, we'll credit you 110% of the difference to spend onboard your cruise. Either way – you win. You get all this with absolutely no booking fee when you use Flights by Celebrity<sup>SM</sup>.

#### Protection

When you use Flights by Celebrity<sup>SM</sup> to book your air travel, we've got your back. You enjoy 24/7 travel service, so you have the peace of mind knowing there's someone looking out for you. Our Flights by Celebrity<sup>SM</sup> Specialists are on hand monitoring your flights, so if there are any delays or cancellations that jeopardize your travel plans, they'll work quickly with the airline to get you on the next available flight to get you to your ship. So, take comfort in booking your complete vacation with us all at once, and let us take care of everything.

With Celebrity Cruises' new, state of the art reservation platform – running on the latest hardware and software in the cloud - you can book air and hotel alongside your cruise. Celebrity Cruises is the only direct website that offers this amenity so take advantage because there's nothing more satisfying than the feeling of having your complete vacation booked at once.

### **When can I book Flights by Celebrity<sup>SM</sup>?**

You are able to book your flights from 330 days to 4 days before your cruise departs.

### **Can I request my airline seats?**

Yes, you can request seat assignments in instances where the airline makes them available to Celebrity Cruises. Most air carriers charge a fee for early seat assignment requests and when this occurs you will be directed to contact the airline directly to confirm your seating.

### **Will I accumulate miles if I'm an airline loyalty member?**

Yes, you will accumulate miles for your flights if you're a member of the airline's loyalty program.

### **I am travelling with an infant, do they need a ticket?**

When travelling internationally with an infant who will sit on your lap (a child under 2) please contact our Flights by Celebrity<sup>SM</sup> Specialists at 800-533-7803 to confirm your reservation. If you are travelling domestically, please contact the carrier to advise that you will be travelling with an infant. If you want your infant to have their own seat, you must purchase a full fare additional seat.

### **Can I check in for my flights online?**

Check-in guidelines are determined by the operating carrier for your flights. You can visit the airline's website to check-in usually within 24 hours prior to flight time. To check-in online you will need the airline confirmation number which is usually displayed in the upper right hand corner of your Flights by Celebrity<sup>SM</sup> confirmation.

### **Do you offer travel insurance?**

CruiseCare insurance is available at an additional cost as part of your cruise purchase. Flights by Celebrity<sup>SM</sup> coverage is included in the CruiseCare policy. Ask your Flights by Celebrity<sup>SM</sup> Specialist or travel agent for details.

## **FLIGHTS BY CELEBRITY<sup>SM</sup> FARE OPTIONS**

### **Is there a fee to use Flights by Celebrity<sup>SM</sup>?**

No, you receive all of the Flights by Celebrity<sup>SM</sup> premium benefits and service with absolutely no booking fees.

### **What type of air fares do you offer?**

Flights by Celebrity<sup>SM</sup> offers some of the most competitive refundable with fee, or non-refundable rates for economy, first or business (where applicable) travel.

### **Why don't I see basic economy fare options on my preferred airline?**

A selection of airlines offer basic economy fares however those fares are extremely limiting and come with many restrictions. Usually check in luggage is prohibited, there is not an option to pre reserve seats or request upgrades, and the guest is not able to change the flight or cancel for a refund.



## FLIGHTS BY CELEBRITY<sup>SM</sup> | FAQ

### What happens if I find a cheaper fare somewhere else?

Flights by Celebrity<sup>SM</sup> gives you the best prices available on your flights. We guarantee it. Our Lowest Airfare Guarantee\* means you get the best value in air travel – a benefit no other cruise line offers. So, there's no need to jump from site to site comparing rates. And, if you book with us and find a lower fare, we'll credit you 110% of the difference to spend onboard your cruise. Either way – you win. You get all this with absolutely no booking fee when you use Flights by Celebrity<sup>SM</sup>.

The flight must be available and the flight itinerary must be identical including airline, fare rules, flights, dates, and times. Lowest Airfare Guarantee applies only to the base fare of the flight without including any taxes and fees.

## FLIGHTS BY CELEBRITY<sup>SM</sup> ITINERARY CHANGES

### Can I change my flights?

Changes to your itinerary can be made however these changes are subject to any applicable airline penalties and fees.

### Can I cancel my flight?

Yes, you can cancel your flight. Cancellation penalties vary based on the type of ticket that you purchased. Non-refundable tickets will not provide a refund, however, some airlines will issue you a credit for the value of your air ticket valid for one year from the date of issue. Additional fees and penalties will apply at the time of re-use. If you have purchased a refundable ticket, cancellations are subject to a fee with the balance refunded to the last form of payment used on your cruise reservation.

### What is your refund policy?

One of the options available with Flights by Celebrity<sup>SM</sup> are refundable tickets. These tickets are less restrictive than non-refundable tickets and allow you to cancel, pay a fee and receive a refund for any value over and above the fee.

### Why were my flights changed?

Occasionally, our airline partners' make changes to the times that flights operate; the type of aircraft; or even the city that flights originate from. When this happens we will work with the airline to get you re-accommodated to get you to your cruise vacation.

### What happens when my flight is delayed?

Assured Arrival is our guarantee to assist our Flights by Celebrity<sup>SM</sup> guests when they encounter any flight disruptions that occur through no fault of their own. We have a team of Emergency Travel Specialists standing by that proactively monitor flights and act as a liaison between our ships and our guests. This team is available to assist you 24 hours a day, 7 days a week or by phone 800-533-7803

## Flights by Celebrity<sup>SM</sup> Low Airfare Guarantee | Terms & Conditions

\*Our Flights by Celebrity<sup>SM</sup> Low Airfare Guarantee ensures you will enjoy the lowest advertised rate on your airfare when you book with Flights by Celebrity<sup>SM</sup>. You will have 24 hours after you book your air through Flights by Celebrity<sup>SM</sup> to find a lower price. If you do, you will receive 110% of the difference applied to your cruise booking as an onboard credit. The lower price must be advertised and available for purchase on a web site open to the general public. Program terms and conditions apply. The Flights by Celebrity<sup>SM</sup> Low Airfare Guarantee is available to travelers who have booked travel with Flights by Celebrity<sup>SM</sup> only on or after January 1, 2013. The Flights by Celebrity<sup>SM</sup> Low Airfare Guarantee applies to the base price of booked airfare only and does not apply to any other fee or charge including taxes, recovery charges, service fees or travel insurance. Promotional packages, deals or bundled prices that may include additional amenities are also not included. The lower advertised price must exactly match the purchased Flights by Celebrity<sup>SM</sup> itinerary, be for the same number of tickets, service class, airline(s), origination and destination gateways, legs, flight numbers and travel dates. The lower price must be found online on a website open to the general public in the United States where it is quoted, booked and to be paid in U.S. dollars, (including flightsbycelebrity.com, other travel websites and/or airline supplier sites) and have a similar cancellation policy to Flights by Celebrity<sup>SM</sup>.

The Flights by Celebrity<sup>SM</sup> Low Airfare Guarantee does not apply to lower prices provided by websites that withhold airline identity, itinerary or other booking details until the purchase is completed. Flights by Celebrity<sup>SM</sup> Low Airfare Guarantee excludes Basic Economy fares on American Airlines, Basic Economy fares on United Airlines, and Basic Economy fares on Delta Air Lines. Also excluded are rates available through membership program websites, corporate discounts or rates, groups, charters, rewards programs, incentive, meeting, convention, consolidator, AARP, AAA, military, government, frequent flyer, loyalty, prizes, sweepstake or awards, transferred points or any other "reward" programs or interline rates, prices obtained via auction or other bid process, redeeming a coupon or other promotion not offered and available to the general public. Celebrity's Flights by Celebrity<sup>SM</sup> Low Airfare Guarantee shall not apply if for any reason Celebrity Cruises or the airline refunds or cancels all or any portion of booked air. Celebrity's Flights by Celebrity<sup>SM</sup> Low Airfare Guarantee does not apply to any rates loaded in error by the airline, Celebrity Cruises, or website owner, or any printing, typographical, administrative or technological error in materials relative to any rates submitted to redeem the Flights by Celebrity<sup>SM</sup> Low Airfare Guarantee.



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Celebrity Cruises will not accept any Flights by Celebrity<sup>SM</sup> Low Airfare Guarantee submission that it believes in its sole discretion is the result of an error or is made in bad faith. Your ticket is non-refundable. If you cancel you will not receive any money back. You may be eligible to apply part of your ticket price towards future travel (for a limited time, usually a year). If you cancel your reservation, airlines usually deduct \$150 or more for domestic tickets and \$200 or more for international tickets before determining the amount that can be applied towards future travel. To submit a claim, you must contact Celebrity Cruises at 1-800-533-7803 within twenty-four (24) hours after booking through Flights by Celebrity<sup>SM</sup>. All claims are subject to Celebrity Cruises' independent verification. Each customer shall be limited to one (1) Flights by Celebrity<sup>SM</sup> Low Airfare Guarantee claim per cruise reservation. Any modifications, changes or cancellations made to an existing booking that has an associated Flights by Celebrity<sup>SM</sup> Low Airfare Guarantee claim will result in a voiding of the claim. The lower rate must be available for booking at time of claim as determined by Celebrity Cruises. Copies of screenshots or other materials submitted to substantiate the lower rate may be reviewed by Celebrity Cruises for information purposes only. Claims that cannot be independently verified by Celebrity Cruises shall not be accepted. Submitted claims must meet all requirements otherwise imposed on the lower price including residency, regional, membership, age-related or other requirements. If a claim is verified, Celebrity Cruises will apply an onboard credit to the cruise booking in an amount equal to 110% of the difference between the Flights by Celebrity<sup>SM</sup> booked fare and the verified lower fare.

Verified claims are limited to one (1) onboard credit per booking. Onboard credit must be used on the associated sailing, is non-refundable, non-transferable and has no cash value. Any unused portion of the onboard credit as of 10 PM on the last night of the cruise will be forfeited. By submitting a Flights by Celebrity<sup>SM</sup> Low Airfare Guarantee claim, you fully and unconditionally agree to be bound by these terms and conditions and the decisions of Celebrity Cruises. Celebrity Cruises reserves the right in its sole discretion to modify or discontinue the Flights by Celebrity<sup>SM</sup> Low Airfare Guarantee or to restrict its availability to any person, at any time, for any reason, and without prior notice or liability to you. The terms that are in effect at the time of your booking will determine your eligibility under the Low Airfare Guarantee. No change in the Low Airfare Guarantee will affect any Onboard Credit that has already been issued to you. Celebrity Cruises failure to enforce any provision of these Terms and Conditions shall not constitute a waiver of that provision. Void where prohibited by law.

