

General

1. Why has Celebrity Cruises decided to introduce fares that require a non-refundable deposit?

Non-refundable deposit fares now give Celebrity Cruises an opportunity to simplify our promotional landscape, while also providing our guests with added confidence to book early and our travel partners the reassurance in more qualified, dependable business.

2. What am I responsible to tell a guest who is interested in booking a non-refundable fare?

Guests/travel partners should be advised that the deposit is non-refundable from the time deposit is received and/or booking is placed in "BK" status. Any changes to the ship and/or sailing date will require a \$100 USD or \$127 CAD per person change fee, depending on the currency of the booking. After the Final Payment date, normal penalty policy applies and no change fees will be assessed.

3. What are the key benefits of non-refundable deposit fares?

The added benefits that come with the introduction of non-refundable fares are not only more consistent pricing and promotional offerings, but also an early booking incentive guaranteed to entice guests to reserve their cruise vacation earlier than ever before! When confirming a cruise reservation with the early savings, guests who opt to take advantage of nonrefundable deposit fares will automatically qualify for an early savings offer. The best part is that the early booking credit is combinable with the Go BBB offer available at the time of booking, offering guests the ability to stack on additional savings for the best deal out there!

4. When will non-refundable deposit fares be available to book and will they be available on all ships fleet-wide?

As of November 28, 2017, the fleet-wide launch of non-refundable deposit fares will debut across most of our ships as the deployment schedules are released. Non-refundable promotions will be available to all sailings with the Go Big, Go Better, Go Best perks. Non-refundable promotions will not be available for itineraries 4 nights or less, Galapagos, Transatlantic, Transpacific, and Repositioning sailings.

5. What types of staterooms will be eligible for the non-refundable promotions?

Oceanview staterooms and above will be eligible on most sailings deployed on or after November 28, 2017.

6. Will there be any changes to the option extension guidelines for bookings that have a non-refundable fare?

Standard option extension guidelines will apply.

7. Will guests still be able to take advantage of reduced deposit offers?

Since the deposit amount for non-refundable fare will be held if the booking cancels, we require **FULL** deposit be made for any booking being created with or changing to the non-refundable rate.

8. If a guest books a non-refundable fare and later prefers to change to a refundable rate, will the booking remain under non-refundable status?

Yes. Any booking originally created as non-refundable will maintain this status for the life of the reservation, regardless of subsequent category changes.

9. What other promotions can the non-refundable fare be booked with?

The non-refundable fare offer is combinable with other non-refundable promos that allow combinability, onboard booking offers.

All offers are not combinable with any other offer or promotion, including, but not limited to, Travel Agent, Exciting Deals, Net Rates, and Travel Agent Friends and Family.

10. Is the onboard credit refundable?

No, the OBC is in USD, has no cash value, is non-transferable, not redeemable for cash, and will expire if not used by 10:00 PM on the last evening of the cruise.

Changes to Booking

1. Can a guest move from a non-refundable fare to a refundable price?

Guests can move from one to another, but once a non-refundable deposit program is selected, the booking retains the deposit amount in penalty no matter what other price is chosen. Additionally, if a guest moves from a non-refundable fare to a refundable fare, they would lose any "savings" or promos associated with the non-refundable fare – reassessed if they qualify for other promos onboard credit that was being added as part of the non-refundable rate.

2. How will name changes to a booking be affected if the booking has a non-refundable fare?

As long as one name on the booking remains the same, there is no change fee or penalty impact. Only if the booking is cancelled, or goes below the original occupancy will the non-refundable deposit penalty be withheld.

3. What happens to the NRP savings if a guest changes to a refundable rate?

If a guest changes from a non-refundable rate to a refundable rate, they would lose any savings that was offered as part of the non-refundable rate since it is specifically attached to the non-refundable deposit price code.

4. What is the process/policy for bookings with a Non-Refundable Program that change ship and sailing date?

Regardless of if the change generates more revenue, the change fee of \$100 USD or \$127 CAD per person change fee, depending on the currency of the booking, must be added. This change fee option code will only be applied if they are changing ship/date. No change fee if moving to another cat on same sailing, or re-pricing on same sailing.

Cancellation

1. If a booking with a Non-Refundable Program cancels after the final payment, within the normal deposit penalty, will they still receive the FCC for the deposit less the \$100 USD or \$127 CAD per person service fee, depending on the booking currency?

After final payment date, normal cancellation penalty schedules apply. No FCC's will be issued.