

# SAILINGS CANCELED BY CELEBRITY CRUISES DUE TO GLOBAL SUSPENSION OF OPERATIONS\*

## **Q. #1: If I canceled prior to the US/Global suspension, can I now get the 125% FCC or the 100% refund?**

A: Unfortunately, no. If you cancelled your reservation, you are not entitled to the compensation being offered to guests who were still booked on a sailing when Celebrity Cruises cancelled it, due to the COVID-19 related global suspension of cruising. For guests who opted to cancel their reservation and receive a Future Cruise Credit equal to 100% of the cruise fare they paid to Celebrity Cruises under our "Cruise with Confidence" program, the same is true. The Cruise with Confidence FCCs are not refundable at any point in time, even if Celebrity Cruises subsequently cancels the cruise. Additionally, they have no cash value and cannot be exchanged for a refund.

## **Q. #2: If my cruise was canceled by Celebrity Cruises due to the COVID-19 related suspension of sailings, and our flights were booked with Flights by Celebrity, will they be refunded?**

A: March 15, 2020 to April 10, 2020 sailings canceled by Celebrity Cruises: Refundable flights booked through Flights by Celebrity will be refunded automatically and the \$200 cancellation charge will be waived. Guests with nonrefundable flights booked through Flights by Celebrity will automatically receive a refund. There is no need to call to initiate the process. Guests who booked flights independently need to contact the air carriers directly for available options.

April 11, 2020 to November 30, 2020 sailings (with the exception of any previously canceled sailings) as well as our remaining 2020/21 Winter Season in Asia and Australia, cancelled by Celebrity Cruises: Refundable flights booked through Flights by Celebrity will be refunded automatically and the \$200 cancellation charge will be waived. There is no need to call to initiate the process. Residents of North America with nonrefundable flights booked through Flights by Celebrity will need to contact the air carrier to check for available options. Guests residing outside of North America with nonrefundable flights booked through Flights by Celebrity will need to have the terms of the ticket reviewed by the Flights by Celebrity booking office to determine if they are eligible for a refund. Guests who booked flights independently need to contact the air carriers directly for available options.

UK & Ireland Residents booked on March 15, 2020 to November 30, 2020 sailings (with the exception of any previously canceled sailings) as well as our remaining 2020/21 Winter Season in Asia and Australia, cancelled by Celebrity Cruises: Refundable and nonrefundable flights booked for UK and Ireland residents through Celebrity Cruises will automatically be refunded. Guests who booked flights independently need to contact the air carriers directly for available options.

## **Q. #3: I converted MyCruise® Reward Points from my Celebrity Cruises Visa Signature® card for my cruise that was canceled or rescheduled. Who can I contact about this?**

A: Please call our Customer Engagement Center at 1-800-760-0654 and choose option 3. Applies to US residents only. The Celebrity Cruises credit card program is issued and administered by Bank of America, N.A. Visa® and Visa Signature® are registered trademarks of Visa International Service Association and are used by the issuer pursuant to license from Visa U.S.A. Inc.

## **Q. #4: After receiving my 125% Future Cruise Credit (FCC), can I choose to change to a 100% refund?**

A: Yes, so long as you request it on or before the relevant deadline. For May 12, 2020 – November 30, 2020 sailings (with the exception of any previously canceled sailings) as well as our remaining 2020/21 Winter Season in Asia and Australia, cancelled by Celebrity Cruises, you have until December 31, 2020 to request a refund. For sailings on or before May 11, 2020 that were cancelled by Celebrity Cruises, you have until December 31, 2021 to request a refund. If you request a refund, your 125% FCC will be deactivated.



**Q. #5: If I choose to be refunded, but then change my mind and decide I want a Future Cruise Credit instead, can I do this?**

A: Yes, as long as the refund hasn't been processed, we can change your mind and keep the Future Cruise Credit equal to 125% of the cruise fare paid to Celebrity Cruises for your cruise.

Please note only one Future Cruise Credit may be applied by each person on the reservation.

**Q. #6: Is CruiseCare® refundable?**

A: For sailings cancelled by Celebrity Cruises due to the COVID-19 related global suspension of cruising, CruiseCare premium payments made to Celebrity Cruises will be refunded.

**Q. #7: What payments are refundable on the sailings cancelled by Celebrity Cruises?**

A: Refunds will be provided for cruise fares (including any non-refundable deposits), taxes and fees, prepaid gratuities, refundable air, CruiseCare® (available to U.S. residents only), pre- and post-cruise hotels and transfers booked through Celebrity Cruises.

For information regarding pre-cruise purchases made through My Cruise Planner on cancelled sailings, please refer to the FAQs under the heading "PCP REFUND OPTIONS FOR SAILINGS CANCELLED UNDER GLOBAL SUSPENSION."

**Q. #8: If I had a Future Cruise Credit (FCC) that I applied to a sailing Celebrity Cruises canceled, what terms apply when I book my new cruise?**

A: The value of the original FCC you used toward your cruise fare on the cancelled cruise will be reflected in your new FCC, but at 100% of its original unused value. If you made payments toward the cruise fare on your booking on the cancelled cruise using forms of payment other than the FCC (i.e., via check or credit card), the value of the new FCC will include 125% of those amounts. The new FCC will be valid toward the cruise fare on a Celebrity Cruises booking made on or before December 31, 2021 for a cruise departing on or before May 4, 2022. Please note only one Future Cruise Credit may be applied by each person on the reservation.

Guests with bookings on September 16, 2020 – November 30, 2020 sailings (with the exception of any previously canceled sailings) as well as our remaining 2020/21 Winter Season in Asia and Australia, cancelled by Celebrity Cruises will automatically receive an FCC equal to 125% of the cruise fares they paid to Celebrity. These FCCs are issued to guests via email, with the guest's travel agency in copy if it was booked through one. However, if these guests prefer to receive a 100% refund, as opposed to the 125% FCC, they have until December 31, 2020 to request it. Refunds will be issued to the original forms of payment.

CANCELLED SAIL DATES	FCC PROCESSED BY
NOVEMBER 1 – 30, 2020 (excluding Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20) ASIA/AUSTRALIA/NEW ZEALAND WINTER DECEMBER 1, 2020 – MAY 31, 2021	NOVEMBER 4, 2020
SAILINGS TO AUSTRALIA/NEW ZEALAND NOVEMBER 1 - DECEMBER 31, 2020	OCTOBER 16, 2020
SAILINGS TO AUSTRALIA/NEW ZEALAND OCTOBER 1 – 31, 2020	SEPTEMBER 30, 2020
OCTOBER 1 – 31, 2020, and SILHOUETTE 11.8.20, 11.20.20 AND INFINITY 11.16.20, EXCLUDING AUSTRALIA/NZ	SEPTEMBER 14, 2020
SEPTEMBER 16 – 30, 2020	AUGUST 26, 2020
AUGUST 1 – SEPTEMBER 15, 2020	JULY 31, 2020
SAILINGS TO DENMARK AUGUST 1 – SEPTEMBER 30, 2020	JULY 24, 2020



**Q. #9: Can I use the Future Cruise Credit across multiple sailings, or does it have to be used for a single booking?**

A: Your Future Cruise Credit may be used across multiple sailings if there is a remaining balance after its initial use. Any remaining funds on the FCC will continue to be available until you have used the entire value of the FCC or it expires, whichever occurs first. Please note only one Future Cruise Credit may be used by each person on the reservation.

**Q. #10: How can I start the process for a full refund?**

A: A refund form can be accessed at <https://cancellation.celebritycruises.com/?brand=C&program=cancel> for travel agents access Cruisingpower.com/ Brand Programs and News/ Cruise With Confidence.

If you're a resident of the UK or Ireland and booked directly with Celebrity Cruises, you will need to contact us at 0844 493 2043 or access the Global Suspension refund request form on our website in order for your refund request to be processed.

If you booked through a travel agency or third party online travel site, you must contact whomever created your booking in order to request a refund.

**Q. #11: When will I receive a refund?**

A: You will automatically receive a refund for the taxes/fees and port expenses within 30 days. The cruise fare is processed separately and will be issued within 30 days of our receipt of your request.

**Q. #12: I booked a cruise on board that has now been cancelled by Celebrity. If I choose to keep the Future Cruise Credit and book at a later date, will I also be entitled to the onboard Celebrity Future Cruise promotion?**

A: If you take advantage of the Future Cruise Credit, yes, you will be entitled to keep the onboard promotion, subject to its terms. Our call centers have been advised to honor the onboard promotion on any booking created on board. However, if you choose to take the 100% refund instead, the onboard promotion will not be honored if you choose to rebook.

**Q. #13: Can you use your Future Cruise Credit (FCC) on an existing booking?**

A: Yes. These FCCs can be applied to an existing booking. Please note only one Future Cruise Credit may be used by each person on the reservation.

**Q. #14: If I'm ready to rebook my Celebrity Cruises vacation, do I need to make my deposit today, or can I wait for my Future Cruise Credit (FCC) to arrive?**

A: DEPOSIT DUE DATE EXTENSIONS: If your cruise was canceled by Celebrity Cruises as part of the global suspension but you haven't received the FCC yet and you book another cruise with Celebrity (directly or via a travel agency), the due date for making a deposit will be extended as described, depending on when you rebook:

- October 6, 2020 and November 4, 2020, you will not be required to make a deposit payment until November 18, 2020 or the final payment due date, whichever comes first, while waiting for your FCC;
- September 15, 2020 and October 5, 2020, you will not be required to make a deposit payment until October 30, 2020 or the final payment due date, whichever comes first, while waiting for your FCC;
- August 16, 2020 and August 31, 2020, you will not be required to make a deposit payment until September 15, 2020 or the final payment due date, whichever comes first, while waiting for your FCC;
- July 17, 2020 and August 15, 2020, you will not be required to make a deposit payment until August 31, 2020 or the final payment due date, whichever comes first, while waiting for your FCC;
- June 22, 2020 and July 16, 2020, you will not be required to make a deposit payment until August 15, 2020 or the final payment due date, whichever comes first, while waiting for your FCC; or
- May 20, 2020 and June 21, 2020, you will not be required to make a deposit payment until July 15, 2020 or the final payment due date, whichever comes first, while waiting for your FCC.



BOOKINGS MADE	EXTENSION
MARCH 18, 2020 – MAY 19, 2020	MAY 31, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST)
MAY 20, 2020 – JUNE 21, 2020	JULY 15, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST)
JUNE 22, 2020 – JULY 16, 2020	AUGUST 15, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST)
JULY 17, 2020 – AUGUST 15, 2020	AUGUST 31, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST)
AUGUST 16, 2020 – AUGUST 31, 2020	SEPT. 15, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST)
SEPTEMBER 15, 2020 – OCTOBER 5, 2020	OCT. 30, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST)
OCTOBER 6, 2020 – NOVEMBER 4, 2020	NOV. 18, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST)

Your booking will remain active up to the final payment due date without any payment until your FCC is applied. Please note that your deposit payment due date may be extended for this purpose only once.

Although FCCs can be used only toward payment of cruise fares, including the deposits, if you rebook your cruise online, you will need to pay a deposit using a credit card in order to create the booking. Reminder, FCCs cannot be applied as payments towards taxes, fees, prepaid gratuities or MoveUp bids.

**Individual Reservations** – Once the FCC has been applied, the booking status will change to (BK) and no additional payments will be required until the Final Payment due date.

**Groups** – Once an FCC is applied in a group booking, the option date will be manually extended to the Final Payment due date.

**FIT To Group Transfer** – At this time, must call in to have the option date be manually extended to the Final Payment due date.

**Q. #15: Future Cruise Credits are valid through 2021, but do they have to be used on a sailing in 2021?**

A: No. An FCC received from a sailing canceled by Celebrity Cruises due to our suspension of operations may be used only for Celebrity Cruises bookings made by December 31, 2021, for a sailing that commences on or before May 4, 2022.

**Q. #16: I made my reservation using Casino Certificates. Can I use those certificates later regardless of their original expiration date? Also, will the taxes/fees and port expenses be refunded?**

A: Yes, we are providing guests the option to rebook their Casino Certificates through December 31, 2021. Taxes/fees and port expenses will automatically be refunded to the original form of payment. If you have any additional Casino Certificate questions, please submit them to [bluechipclub@celebrity.com](mailto:bluechipclub@celebrity.com).

**Q. #17. My cruise was cancelled by Celebrity Cruises as part of the global suspension of sailing, can I take advantage of "Lift & Shift"?**

A: Yes. If you had a booking on a cruise that was canceled by Celebrity Cruises as part of the global sailing suspension, you are eligible to "Lift & Shift" it, in lieu of getting a 125% FCC or a refund, but the deadline for doing so may be earlier than the November 30, 2020 deadline for "Lifting & Shifting" an active booking under the Cruise with Confidence program. You would need to "Lift & Shift" your booking from the cruise Celebrity cancelled on or before the deadline shown below for that sailing. If you do not "Lift & Shift" your booking by the relevant deadline, the 125% FCC will automatically be issued for your booking.



CANCELLED SAIL DATES	DEADLINE FOR "LIFT & SHIFT"
NOVEMBER 1 – 30, 2020 (excluding Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20) ASIA/AUSTRALIA/NEW ZEALAND DECEMBER 1, 2020 – MAY 31, 2021	October 16, 2020
SAILINGS TO AUSTRALIA/NEW ZEALAND NOVEMBER 1- DECEMBER 31, 2020	September 28, 2020
SAILINGS TO AUSTRALIA/NEW ZEALAND OCTOBER 1 – 31, 2020	September 9, 2020
OCTOBER 1 – 31, 2020, and SILHOUETTE 11.8.20, 11.20.20 AND INFINITY 11.16.20, (EXCLUDING AUSTRALIA/NEW ZEALAND)	August 20, 2020
SEPTEMBER 16 – 30, 2020	August 5, 2020
AUGUST 1 – SEPTEMBER 15, 2020	July 31, 2020
SAILINGS TO DENMARK AUGUST 1 – SEPTEMBER 30, 2020	July 24, 2020

Except for the different deadline, the terms and conditions for "Lift & Shift" under the Cruise with Confidence program would be the same.

If you elect to "Lift & Shift" your booking from a sailing that was cancelled by Celebrity Cruises to another sailing, you will be ineligible to receive any form of FCC or refund for that booking. The cruise fare and any prepaid taxes and fees or prepaid gratuities would be transferred to the new booking.

If the 125% was issued, prior to your "Lifting & Shifting" of the booking to another sailing, the FCC will be invalidated and you will not receive the extra 25% in FCC value.

**Q. #18. If my current sailing has been canceled and had used a previously issued FCC, what will be the amount of my newly issued FCC?**

A: The value of the original FCC you used toward your cruise fare on the cancelled cruise will be reflected in your new FCC, but at 100% of its original unused value. If you made payments toward the cruise fare on your booking on the cancelled cruise using forms of payment other than the FCC (i.e., via check or credit card), the value of the new FCC will include 125% of those amounts.

**Q. #19. May I transfer my FCC to another guest?**

A: Yes, we will allow a one-time transfer of an FCC from any sailing Celebrity Cruises cancelled due to global suspension of sailing. The deadline to request a transfer is November 30, 2020. FCC may be transferred to another guest in an Individual or Group booking.

**Q. #20. I heard about Pullmantur, what does this mean for Celebrity Cruises?**

A: The Pullmantur reorganization has no impact on any Celebrity Cruises sailings.

**Q. #21. Will my client's Future Cruise Credit be sent directly to him/her? If so, how will travel partners be notified?**

A: All Future Cruise Credits will be sent directly to the impacted guest, with the associated travel partner in copy.

**Q. #22. Will travel partner commissions be protected\*?**

A: We know how hard you work for your clients and we want to make sure you are compensated accordingly. For this reason, base commission will be protected on reservations (excluding those which are "Lifted & Shifted") that were confirmed prior to Celebrity's announcement of its cancellation of the cruise on cruises cancelled by Celebrity Cruises as part of the global suspension of cruising, provided the reservation was paid-in-full, Travel partners will also have the opportunity to earn commission on the future reservation where the correlating FCC is redeemed. Please note that FCC commission earnings are payable only on sailed reservations.

*\*Additionally, conditions may vary if booked through a Tour Operator. It's recommended that you reach out to the individual Tour Operator for applicable terms.*



REGARDING CANCELLED SAIL DATES August 1 – November 30, 2020 sailings (with the exception of any previously canceled sailings) as well as our remaining 2020/21 Winter Season in Asia and Australia:

**If reservation is paid-in-full:**

- The 125% FCC: commission will be paid on the cancelled booking and have the opportunity to earn it on the future sailing, as described above
- The “Refund” option: commission will be paid on the cancelled booking
- The “Lift & Shift” option: you have the opportunity to earn commission only on the future sailing

**If reservation is NOT paid-in-full:**

- The 125% FCC option: you have the opportunity to earn commission only on the future sailing
- The “Lift & Shift” option: you have the opportunity to earn commission only on the future sailing
- The “Refund” option: commission will not be paid on the cancelled booking

**Q.#23. Will my group’s earned Tour Conductors be protected?**

A: Tour conductor credits are protected if the reservation is paid in full and subject to 100% cancellation charges.

**Q. #24. How many times will my commission be protected with the cancelled sailings FCCs?**

A: Commissions will be protected a maximum of two times.

Example:

SCENARIO SEQUENCE	ACTION	CAN COMMISSION BE EARNED?
1. ORIGINAL APRIL BOOKING	CANCELLED DUE TO SAILING SUSPENSION	YES
2. CANCELED BOOKING WAS MOVED TO JUNE	APPLIED FCC FROM CANCELLED APRIL BOOKING	NO
3. MOVE CANCELED JUNE BOOKING TO ANOTHER FUTURE SAILING	WOULD LIKE TO REUSE FCC ON FUTURE SAILING	YES, provided it sails

**Q. #25. If my client chose to keep the 125% FCC, and I was paid commission on the cancelled booking, and my client then chooses to “Lift & Shift” prior to November 30, 2020, can I earn commission on the future booking?**

A: Yes, if your client sails on the future sailing.

**Q. #26. Do all price codes qualify, when booking with a Future Cruise Credit?**

A: Yes, there are no restrictions on price codes. However, the global suspension FCCs may not be combined with the Captains Club Member-Only Bonus available to loyalty members on bookings made between 5/11/2020 and 6/1/2020.

**Q. #27. How will I be notified when my client’s Lift & Shift has been processed?**

A: An email confirmation will be sent to the Travel Advisor both at time of online submission (via CruisingPower.com), and again when the request has been processed. Please allow up to 72 hours for processing.



## PCP REFUND OPTIONS FOR SAILINGS CANCELLED UNDER GLOBAL SUSPENSION

**Q. #1: If I purchased a product or service in My Cruise Planner before my sailing was canceled, what do I need to do for a refund?**

A: Any pre-cruise purchases made through My Cruise Planner on sailings that were scheduled to depart on or before April 10, 2020, will be refunded in full back to the original forms of payment.

For sailings scheduled to depart in the timeframes indicated in the table below, guests had the option to elect to receive a 125% onboard credit for purchases made through My Cruise Planner, to be used on a future sailing, or to receive a 100% refund back to the original form of payment. Guests had until the deadline shown below to choose the onboard credit instead of a refund. If they did not select the onboard credit by that date, a refund was automatically processed to the original form of payment.

For sailings scheduled to depart November 1- 30, 2020 sailings (with the exception of any previously canceled sailings) as well as our remaining 2020/21 Winter Season in Asia and Australia, you have the option to receive a 125% onboard credit for purchases made through My Cruise Planner to be used on a future sailing or to receive a 100% refund back to the original form of payment. Please [CLICK HERE](#) to submit your request. If you have not elected to receive the onboard credit by October 16, 2020, you will automatically receive a full refund to the original form of payment.

*IMPORTANT NOTE: GUESTS ARE NOT ELIGIBLE FOR THIS OFFER UNLESS THEY CHOOSE TO KEEP THE 125% FUTURE CRUISE CREDIT FOR HIS OR RESERVATION ON A SAILING CANCELLED BY CELEBRITY CRUISES AS PART OF ITS GLOBAL SUSPENSION OF CRUISING.*

ORIGINALLY SCHEDULED DEPARTURE DATE(S)	DEADLINE FOR ELECTING OBC INSTEAD OF REFUND
April 11–May 11, 2020: all itineraries except Denmark April 11– July 1, 2020: Alaska itineraries	April 8, 2020
May 12–June 11, 2020: all itineraries except Alaska	May 4, 2020
June 12–July 31, 2020: all itineraries	June 10, 2020
August 1 – October 31, 2020: Alaska, Hawaii, Canada/New England itineraries, and repositioning cruises	June 17, 2020
April 11- September 30, 2020: Denmark itineraries	June 25, 2020
August 1 – September 15, 2020: all itineraries except Denmark	July 10, 2020
September 16 – September 30, 2020: all itineraries except Denmark	August 5, 2020
October 1 – October 31, 2020 (excluding Celebrity Solstice 10/16/20, 10/18/20, 10/28/20 and Australia/New Zealand itineraries) and Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20	August 20, 2020
Australia/New Zealand sailings October 1 - 31, 2020	September 9, 2020
Australia/New Zealand sailings November 1 – December 31, 2020	September 28, 2020
NOVEMBER 1 – 30, 2020 (excluding Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20) ASIA/AUSTRALIA/NEW ZEALAND WINTER SEASON DECEMBER 1, 2020 – MAY 31, 2021	October 16, 2020

If a refund is selected, or the deadline for choosing the OBC is missed, a refund will be processed to the original form of payment. These refunds may take up to 30 days to be processed. We are working diligently to process all refunds as quickly as possible.

You should receive a separate automated confirmation email for each category of product purchase being cancelled through My Cruise Planner, including Shore Excursions, Specialty Dining, Beverage Packages, Internet Packages, Photo, Casino, and Hollywood Hot Glass Class.





**Q. #2: If a guest chooses the 125% onboard credit for pre-cruise purchases, are they required to use the onboard credit on the same sailing they used their Future Cruise Credit on?**

A: No. They are not required to use an onboard credit received for canceled pre-cruise purchases on a specific sailing. Their onboard credit will stand alone as a unique credit and may be applied to any sailing they choose through May 4, 2022, so long as they apply the onboard credit to the booking on or before December 31, 2021. After December 31, 2021, any unused onboard credits expire and have no value.

**Q. #3: If a guest used an onboard credit to pay for his or her pre-cruise purchases, such as shore excursions or a beverage package, and opts for the 125% onboard credit offer, will he/she receive the offer on the portion paid using an onboard credit?**

A: No. Guests will only receive an onboard credit equal to 125% of the amounts paid using another form of payment, not for the portion paid with the onboard credit.

**Q. #4: Once the 125% onboard credit offer is applied to a new booking, is it refundable?**

A: Once the onboard credit is applied to a new booking, it has no cash value and is not refundable. Credits not used by 10:00pm on the last night of the cruise will be forfeited.

**Q. #5: Once the 125% onboard credit offer is applied to a new booking, will it be available for purchases prior to my sailing?**

A: Yes, your onboard credit will be available for both eligible pre-cruise purchases and purchases once on board.

**Q. #6: Can guests change their mind later and opt-in for the 125% onboard credit offer?**

A: Not if their refund has already been processed or they missed the relevant deadline, shown in the table under FAQ #1 above. Guests must opt-in by the relevant date or they will automatically receive a refund for their pre-cruise purchases.

**Q. #7: Do guests have to elect the 125% FCC to take advantage of the 125% PCP onboard credit benefit?**

A: Yes. For guests to take advantage of the 125% PCP onboard credit, they must elect the 125% FCC for the cruise fare paid to Celebrity Cruises for the cancelled sailing. If a guest chooses to receive a cruise fare refund instead, they will not be eligible for the 125% OBC and will receive a 100% refund of PCP purchases.

