

CRUISE WITH CONFIDENCE

Q. #1: What happens with current Cruise with Confidence?

A: Our previous Cruise with Confidence program was replaced on May 6, 2020. Our new enhanced program includes additional features for all sailings booked by September 30, 2020, with departure dates through May 4, 2022.

Q. #2: Which bookings are eligible to move to next year?

A: Existing bookings and new bookings made May 6, 2020 through September 30, 2020, are eligible to be rescheduled to the following cruise year at the initial price and/or promotion when selecting an alternative sailing of the same itinerary type, ship series, stateroom category, and voyage length within four weeks of the original sail date. The ship series must be the same for Edge Series, Flora and Xpedition; however, Millennium Series and Solstice Series are interchangeable. Only guests originally booked on a Christmas or New Year's Holiday sailing may move to a Christmas or New Year's Holiday sailing the following year.

The decision to adjust a current booking to the following cruise year must be made by September 30, 2020, this includes rescheduling a 2021 sailing to a 2022 sailing through May 4, 2022. If rescheduling within the penalty period of the original sailing date, penalties will be carried over to the new booking - should the new booking be canceled later. You may only reschedule a sailing once. Once the Lift & Shift option has been applied, you may not rebook your original sailing.

Guests booked on sailings suspended in Australia/New Zealand October 1- 31, 2020 have until September 9, 2020 to reschedule their voyage for the following year at the original price and promotion otherwise their booking will automatically be converted to an FCC.

Guests booked on sailings suspended between October 1 – October 31, 2020 (excluding Celebrity Solstice 10/16/20, 10/18/20, 10/28/20) and including Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20 have until August 20, 2020 to reschedule their voyage for the following year at the original price and promotion otherwise their booking will automatically be converted to an FCC.

Guests booked on sailings suspended between September 16 and September 30, 2020 have until August 5, 2020 to reschedule their voyage for the following year at the original price and promotion otherwise their booking will automatically be converted to an FCC.

Previously suspended sailings departing March 14 through September 15, may "Lift & Shift" under the new Cruise With Confidence program, but must forgo 25% of the 125% FCC provided. The decision to "Lift & Shift" previously suspended sailings must be made by September 30, 2020.

Q. #3: If I Lift & Shift, which components will be protected?

The original booking cruise fare along with any amenities included in the price will be protected. Other components such as taxes, fees pre- and post-hotel stays, transfers, and airfare will not be protected.

Galapagos vacations are booked as packages. The Future Cruise Credit is based on the value of the full package. Guests who purchased nonrefundable air travel through Flights by Celebrity and choose to cancel under our Cruise with Confidence program must contact their air carrier directly to receive any refund for canceled airfare—excluding UK guests. All guests who booked air travel independently will need to contact their airline for a refund or air credit.

Q. #4: Which bookings are eligible for the Best Price and Best Offer Guarantee?

A: Existing bookings and new bookings made May 6, 2020 through September 30, 2020, are eligible for the Best Price and Best Offer Guarantee.

Q. #5: How can I change the price or promotion on my booking?

A: You may change the cruise price and offer up to 48 hours prior to the departure date. You must contact your travel advisor or call Celebrity Cruises at 1-800-437-3111 in North America or (316) 554-5961 worldwide at least 48 hours prior to sailing. You may change the price and offer as many times as desired up to 48 hours before sailing. For bookings within final payment, any amounts owed will be refunded in the form of non-refundable onboard credit; for bookings outside of final payment, any amounts owed will be refunded to the original form of payment used for the cruise fare. Certain promotions will be excluded from the policy. A list of exclusions will be provided.

Q. #6: Will the current Best Price Guarantee go away?

A: The current Best Price Guarantee will be effective for any bookings made prior to September 30, 2020.



Q. #7: What sailings qualify for Cruise with Confidence?

A: All sailings (excluding chartered) through May 4, 2022, are included in the Cruise with Confidence program.

Q. #8: How long will I have to redeem my Future Cruise Credit (FCC)?

A: FCCs issued under the new Cruise with Confidence program must be redeemed by December 31, 2021, or 12 months after the date the guest cancelled their original sailing (whichever is later), and can be used on sailings departing on or before May 4, 2022. Please note that Cruise with Confidence FCCs cannot be redeemed on the sailing where it was previously issued. Only future sail dates qualify for FCC redemption.

Q. #9: How can I cancel using Cruise with Confidence?

A: If you have a qualifying sailing, you'll need to request no later than 48 hours prior to sailing and a Future Cruise Certificate will be issued within 30 days after cancellation. You can also request a cancellation online by accessing the form at travel.agencies.access.cruisingpower.com/BrandProgramsandNews/CruiseWithConfidence.

Q. #10: If I have a Future Cruise Credit of 125% issued from a suspended sailing, can I Lift & Shift with the same promo for the next year?

A: Yes, but you will forfeit 25% of the 125% Future Cruise Credit. The deadline to elect Lift & Shift is September 30, 2020.

Q. #11: If I booked with a Non-Refundable deposit, can I reschedule with Lift & Shift and not have to pay the \$100/pp change fee under the new Cruise with Confidence program?

A: Non-Refundable Deposit bookings may Lift & Shift without a change fee; however, all penalties will move with the booking.

Q. #12: What will happen to my Celebrity Passages onboard credit if I take advantage of the Cruise with Confidence program?

A: When choosing Cruise with Confidence, Celebrity Passages onboard credits will be re-added to your booking if you opt to change your ship and sail date. Should you choose to cancel with Cruise with Confidence, it will be applied to the new sailing when you rebook. Additionally, if you have received an onboard credit as a result of a redeployment, charter, or other goodwill gesture, it will also follow you to your new booking. If you choose to cancel without opting for Cruise with Confidence, the onboard credit will be forfeited. Any promotional onboard credits will be forfeited.

Q. #13: If I don't want a Future Cruise Credit and simply wish to cancel for a refund, what are my options?

A: If you cancel prior to final payment, you will receive a full refund in the amount you've paid to-date, and any nonrefundable deposits will be returned in the form of a Future Cruise Credit. After final payment, the standard cancellation penalties apply if you don't want to take advantage of the Cruise with Confidence program.

Q. #14: What happens if there is a difference in cruise fare between the Future Cruise Credit (FCC) issued for my cancellation and what I want to book next?

A: If the cruise fare on your new booking exceeds the value of your FCC, you will be responsible for the difference. Alternatively, if the new cruise fare is lower than the value of the FCC, the remaining funds will continue to be available on the initial FCC until the FCC balance is zero.

Q. #15: Are Future Cruise Credits interchangeable between brands?

A: Future Cruise Credits acquired through the Cruise with Confidence program can only be redeemed on the brand with which the cancellation occurred.

QUESTION #16: What about hotel and transfers? Will I receive a refund for those?

A: If hotel or transfers were purchased with Celebrity Cruise, they will be refunded. Anything purchased outside of Celebrity Cruises will need to be addressed directly with the property/operator.

QUESTION #17: Do standard Final Payment timelines still apply?

A: Yes, full payment is still required at 75 days to departure for sailings one to four nights in length and 90 days to departure for five night or longer sailings. UK and Ireland guests have full payment required at 57 days prior to departure.



QUESTION #18: How are Non-Refundable Deposit bookings impacted by this policy update?

A: Non-Refundable Deposit bookings sailing on or before May 4, 2022, are eligible for this program. Prior to the final payment deadline, if you wish to change a Non-Refundable Deposit booking to an alternate ship or sailing, you can do so with no fee assessed; the change fee will be waived.

QUESTION #19: If I cancel, will I be credited for my pre-cruise purchases, such as beverage packages, shore excursions, and specialty dining?

A: Yes, pre-cruise purchases will be refunded to the original form of payment.

QUESTION #20: Who will receive notification once a Future Cruise Credit is issued?

A: All Future Cruise Credits will be sent directly to the affected guest, and the associated travel advisor, if you booked with one.

QUESTION #21: What if a Future Cruise Credit (FCC) was used to pay for my existing cruise, and now I want to change to Cruise with Confidence?

A: If a Future Cruise Credit was used to pay for either all or a portion of your existing reservation, all funds will be combined into one FCC. The value of the original FCC will now be added to the new FCC at 100% of its original value, plus the addition of any amount paid. Regardless of the original FCC's expiration date, the new FCC is valid through December 31, 2021, at which time all unused funds will expire, for sailings departing on or before May 4, 2022.

QUESTION #22: To qualify for the new Cruise with Confidence policy, what is the last day to cancel?

A: The Cruise with Confidence program applies to all guests wishing to cancel up until 48 hours prior to the date of departure. Please reference the chart below.

SAILING DEPARTURE DAY	LAST DAY TO CANCEL
Sunday	Thursday
Monday	Friday
Tuesday	Saturday
Wednesday	Sunday
Thursday	Monday
Friday	Tuesday
Saturday	Wednesday

Q. #23: Are there any ships or sailings where the Cruise with Confidence Future Cruise Credit (FCC) is ineligible?

A: The FCC can be redeemed on any future sailing departing on or before May 4, 2022, if it remains on the brand originally purchased. The FCC cannot be used to repurchase the same ship or sailing of the original booking canceled, and it may not be used towards a charter booking.

Q. #24: Are Cruise with Confidence Future Cruise Credits applicable to existing bookings?

A: Yes, Future Cruise Credits can be used on new or existing bookings for the value of the cruise fare due. When redeeming your Future Cruise Credit, only one FCC may be applied per person, per reservation.

Q. #25: 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?

A: If you canceled your booking with the Cruise with Confidence program, and you rebook your cruise July 17, 2020 – August 15, 2020, you will not be required to make a deposit payment until August 31, 2020, or when final payment is due, whichever comes first, while waiting for your Future Cruise Credit certificate. If you canceled your booking with the Cruise with Confidence program, and you rebook your cruise June 22, 2020 – July 16, 2020, you will not be required to make a deposit payment until August 15, 2020, or when final payment is due, whichever comes first, while waiting for your Future Cruise Credit certificate. If you canceled your booking with the Cruise with Confidence program, and you rebook your cruise May 20, 2020 – June 21, 2020, you will not be required to make a deposit payment until July 15, 2020, or when final payment is due, whichever comes first, while waiting for your Future Cruise Credit certificate. Bookings with option dates that were extended to May 31st, 2020, may not be extended a second time.



Q. #26: Can I use the Future Cruise Credit across multiple itineraries, or does it have to be used for a single booking?

A: Yes, your Future Cruise Credit may be used across multiple itineraries if there is a remaining balance after initial use. Any remaining funds on the FCC will continue to be available until the FCC balance is zero. When redeeming your Future Cruise Credit, only one FCC may be applied per person, per reservation.

Q. #27: If I cancel a cruise using the Cruise with Confidence program, and I'm issued a Future Cruise Credit, can I apply it to a holiday sailing?

A: Yes. Future Cruise Credits can be applied to 2020 and 2021 Christmas and New Year's holiday sailings. When redeeming your Future Cruise Credit, only one FCC may be applied per person, per reservation.

Q. #28: Am I able to Lift & Shift an Alaska booking that has a Cruisetour attached?

A: Cruisetour guests are able to Lift & Shift to next year's Alaska season, while taking advantage of price / promotion protection. To qualify, the required Lift & Shift criteria must be met, while also ensuring that the future booking's Cruisetour length is the same as the original. Should your client be interested in a different Alaska Cruisetour than the one originally confirmed, we're happy to accommodate as long as the Cruisetour lengths align and we have availability. Alaska Cruisetours and Canadian Cruisetours are not interchangeable.

Q. #29: Does Cruise with Confidence protect airfare?

A: If you booked air through Flights by Celebrity on our refundable air option: Celebrity will handle all re-accommodations, and we'll cover any change fees. You will be responsible for any additional charge.

If you choose to cancel, you'll receive a full refund. Refunds will be placed on the original form of payment. The refund will typically appear on your credit card statement in the next billing cycle.

UK and Ireland guests who booked a non-refundable ticket through Celebrity will not receive a refund. If you booked flights independently with an airline or travel partner, you'll need to contact them directly to inquire about a refund or contact your travel insurance provider.

If you booked air independently or purchased a nonrefundable option through Flights by Celebrity, you should reach out to your air carrier for assistance with canceling or changing your flight. We will not cover any change fees for air purchased independently.

UK and Ireland guests who booked a non-refundable ticket through Celebrity will not receive a refund. If you booked flights independently with an airline or travel partner, you will need to contact them directly to inquire about a refund or contact your travel insurance provider.

If you choose to cancel, the carrier should allow you the use of the ticket within 12 months of the ticket issue date. If the airline does not accommodate you the use of the ticket value within 1 year of ticket issue date, you should contact Flights by Celebrity via email at choiceairsupervisors@rccl.com

In your email, be sure to include the following:

Booking Number

Sail Date

Guest Names

Reason for the email/what was advised by the airline

Emails will be answered in the order received. Responses may take 7 to 10 business days.

Q. #30: Will expired FCCs be extended?

Celebrity will now extend guests' expired FCC's to 12/31/20, instead of 10/31/20, if they choose to take advantage of our CWC program. For guests that currently have an expired FCC on their booking and choose to take advantage of our CWC program we'll extend their FCC's expiration date to 12/31/20. This is a book by date. They can select any sailing they'd like.

Q. #31: If I previously canceled my sailing under CWC but now I want to go back to my old price/promotion and Lift & Shift to next year, may I?

A: If your cancellation was part of the CWC Program and you chose a 100% FCC for a future date you cannot revert back to your old booking to Lift & Shift at your original price/promotion. Only bookings that were canceled as part of our global sailing suspension are able to revert back to original booking and Lift & Shift in lieu of the 125% FCC.



Q. #32: If I book a future sailing (such as for 2021 or 2022) that is covered under CWC, and I then decide to cancel within 48 hours of departure – what will be the expiration date of the FCC?

A: All FCCs issued under the new Cruise with Confidence program must be redeemed by December 31, 2021 or 12 months from after the date the guest cancelled their original sailing (whichever is later), and can be used on sailings departing on or before 5/4/22.

Q. #33. May I transfer my FCC to another guest?

A: Yes, we will allow a one-time transfer of a Cruise With Confidence FCC to be used for a 2020 or 2021 sailing. Deadline to request transfer is September 30, 2020. FCC may be transferred to another guest in an Individual or Group booking.

Q. #34 Will a group booking that is rescheduled from a non-contracted group to an FIT booking next year lose all GAP amenities?

A: Yes, any group booking opting to Lift & Shift to an FIT Booking will lose all GAP amenities both travel partner and guest facing.

Q. #35: How is the value of my client's Future Cruise Credit determined?

A: Your client's Future Cruise Credit will be reflective of the Cruise fare (Cruise + Non-commissionable Cruise Fare) amount paid, less taxes & fees. Refundable Air booked through Flights by Celebrity, Pre/Post Hotels, transfers, etc. will be refunded to the original form of payment.

Q. #36: Do the same parameters apply to both Group and Individual reservations?

A: At this time, Individual and named Group reservations qualify for the same "Cruise with Confidence" guidelines. Contracted group eligibility may vary, and, at this time, chartered sailings do not apply.

Q. #37: Will Travel Partner commissions be protected for guests who choose to cancel their existing reservation?

A: Yes, travel partner commission will be protected on both the cancelled booking and the future reservation where the correlating Future Cruise Credit is applied. Please note that commission protection will only occur on cancelled reservations that are paid in full, fall within the final payment window, and where guests have opted to take advantage of the Cruise with Confidence FCC option. If a guest misses the cancellation deadline of 48-hours prior to the sail date and requests a late cancellation, full penalties will be assessed, and commission will be protected. 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.*

Q. #38: Will earned Tour Conductors be protected?

A: Under the Cruise with Confidence program, group TCs will be protected, though the minimum required stateroom counts are still required to qualify.

Q. #39: What price programs are excluded from Best Offer Guarantee/ Lift and Shift?

A:

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|--------------------------|---|
| • TA rates | • Charters, group contracted rates, rates quoted via Siebel |
| • TAFF | • Net Rates (deep discount, tactical nets and Net Rate) |
| • EMP / EMP family fares | • Perishable/Strategic Certificate (offer) |
| • Family / Friend rates | • Seminar at Sea |

Q. #40: Is there a change for the Group milestones schedule?

A: For January through June 2021 Group business, we are waiving the checkpoints to allow Travel Partners time to hold onto their Group space. Please note, no action is needed from you or our Travel Partners.

Please know that the Final Payment date will remain intact for such groups.

Q. #41. How will I be notified when my client's Lift & Shift has been processed?

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



BOOKING A FUTURE CRUISE

Q. #1: Will I still get the same perks when I rebook a new cruise?

A: Unfortunately, at the time of cancellation, all promotional offers, amenities, and value adds are removed and will not carry-over to future reservations. Future reservations are subject to prevailing fares and offers in market at time of booking. If you have booked any shore excursions, beverage packages, or other pre-cruise purchases, you will receive a refund to the original form of payment.

Q. #2: If I had a cruise canceled as part of the global suspension, can I rebook a future sailing now?

A: Yes. You can book any future sailing now.

If your cruise was canceled as part of the global suspension or you canceled through our Cruise with Confidence program, and you rebook your cruise August 16 – 31, 2020 you will not be required to make a deposit until September 15, 2020, or when final payment is due, whichever comes first, while waiting for your FCC. If your cruise was canceled as part of the global suspension or you canceled through our Cruise with Confidence program, and you rebook your cruise July 17 – August 15, 2020 you will not be required to make a deposit until August 31, 2020, or when final payment is due, whichever comes first, while waiting for your FCC. If your cruise was canceled as part of the global suspension or you canceled through our Cruise with Confidence program, and you rebook your cruise June 22, 2020 – July 16, 2020 you will not be required to make a deposit until August 15, 2020, or when final payment is due, whichever comes first, while waiting for your FCC. If your cruise was canceled as part of the global suspension or you canceled through our Cruise with Confidence program, and you rebook your cruise May 20, 2020 – June 21, 2020 you will not be required to make a deposit until July 15, 2020, or when final payment is due, whichever comes first, while waiting for your FCC. Your booking will remain active without any payment until your FCC is applied or up to the date of final payment. After the FCC is applied, a payment still needs to be placed on the booking. Payment needs to be either for the balance due or the minimum deposit, whichever is less. The payment towards the balance due is inclusive of the taxes, fees, and prepaid gratuities.

CRUISE CARE PROTECTION

Q. #1: Is CruiseCare® refundable?

A: If guests choose our Cruise with Confidence program, CruiseCare will not be refunded. However, if a guest paid for CruiseCare and their sailing has now been canceled due to our suspension of operations, their CruiseCare policy price will be refunded. Applicable to US guests only.

Q. #2: I am uncertain about confirming my booking. What if I want to cancel over fear of the coronavirus (Covid-19) spreading?

A: You can purchase CruiseCare® Travel Protection, which offers a Cancel for Any Reason feature providing you 75% of the pre-paid nonrefundable cancellation fees as a Future Cruise Credit (FCC) to use on a future cruise. Plus, if you cancel for a covered reason, including sickness, injury, and death in the family, you will be refunded 100% of the cancellation charges.

Q. #3: Why is it suggested to add CruiseCare® at time of booking?

A: CruiseCare Travel Protection provides coverage from the moment the plan is purchased. This helps protect your airfare if booked via Flights by Celebrity—even if it's nonrefundable. CruiseCare also help to protect against unforeseen or previously stable medical conditions that might prevent you from traveling, as well as covering other events which may arise between booking and final payment. If you purchase early and change your mind, the plan is refundable within 10 days of purchase.

Q. #4: What does CruiseCare® cover with regard to coronavirus (Covid-19)?

A: It covers you if you are denied boarding due to a failed health screening, as long as you obtain documentation from the ship's medical staff.

It covers you if you are quarantined for coronavirus (Covid-19) while on your trip and are not able to return home at your originally scheduled date. You can make arrangements to return home after your quarantine has ended through CareFree Travel Assistance™.

It covers you if you are diagnosed with coronavirus (Covid-19) while on your trip and you seek care on board that results in medical expenses.

It covers you should you cancel due to being diagnosed with coronavirus (Covid-19), if you were diagnosed after you purchased CruiseCare.



TRAVEL RESTRICTIONS

Q. #1: Will the requirement for anyone over 70 years of age to have a physician form certifying they are fit to travel be a permanent policy even after the virus subsides?

A: Earlier this year, we announced travel restrictions for guests with chronic illness as well as a mandatory "Fit To Travel" form for guests 70 years of age and older with critical health conditions. We are pleased announce that, while subject to change, the Cruise Lines International Association (CLIA) has confirmed these restrictions were lifted in early April. So, we will no longer require "Fit To Travel" documentation to board our ships.

We are concentrating all efforts on developing a cohesive return to service plan which will include enhanced health and safety protocols for all travelers. We are collaborating with CLIA, the Centers for Disease Control (CDC), and other government and health officials to assemble new processes and standards for the cruise experience, including boarding at terminals. These new processes and protocols are in the final stages of development, and once finalized, will be shared with guests and travel partners.

Q. #2: What about passengers who did not cancel under the Cruise with Confidence program but received notification that the restrictions imposed by Celebrity Cruises meant they would be denied boarding? What kind of compensation will they receive?

A: Any guest who was denied boarding for reasons of illness, age, or travel restriction will receive a Future Cruise Credit for 100% of the amounts paid toward their cruise fare.

ITINERARY MODIFICATIONS

Q. #1: If Celebrity should change the embarkation/disembarkation ports, will guests who have booked their air travel through Flights by Celebrity be rerouted at no additional cost?

A: Yes, our Emergency Travel Team will automatically change the flights at no cost.

Q. #2: Will the Celebrity Summit May 28 Loyalty Reunion Cruise and the Celebrity Summit June 16 Celebrate with the CEO Cruise events still take place?

A: Unfortunately, no. The Celebrity Summit May 28 sailing has been suspended and the June 16 sailing have been modified due to closure of Canadian ports through July 1. We will let you know if and when we are able to reschedule these events.

CURRENT AND FUTURE VOYAGES

Q. #1: What's happening with any current cruises you have sailing?

A: All sailings have concluded or have been canceled.

Q. #2: Will Celebrity be making separate decisions on cruises sailing from Italy?

A: We have currently suspended all cruises through October 31, 2020 including Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20. Should additional voyages need to be modified or suspended, guest and travel partners will be contacted directly.

Q. #3: What is the status of cruises in the Galapagos Islands?

A: We have announced all global sailings will be canceled through October 31, 2020. This includes our Galapagos Island sailings.

CRUISES FOR HEROES

Q. #1: Is #CruisesForHeroes going to be rescheduled?

A: Sadly, at this time, they are canceled. These are extraordinary times with circumstances outside of our control.

Q. #2: Will guests booked on the Cruises for Heroes sailings be eligible to receive 125% Future Cruise Credit or reimbursement for canceled airfare and hotel?

A: Compensation will not be offered for the Hero cruises as these sailings were complimentary. For air fare or hotel cancellation, guests should contact their air and hotel provider directly as most travel industry partners are waiving cancellation fees and penalties.



STATUS OF THE CREW

Q. #1: What is happening with the Celebrity Cruises crew members on board your ships?

A: We are maintaining a minimum level of crew necessary for the safety and maintenance of the vessel. All other crew members will return home before further travel restrictions are possibly implemented. Crew members who cannot get home safely are welcome to stay on board while we continue to look for options for their safe repatriation.

Q. #2: Are you still taking care of crew pay during this time?

A: Thank you for thinking of our crew, we certainly appreciate all they're doing during these challenging times. We are providing a wide variety of activities on board. In addition, we have provided free Wi-Fi and online messaging services to keep crew connected to their families. We have also implemented an Employee Assistance Program (EAP) that provides personal assistance with everything from health and stress related issues to financial counseling. All crew who remain working on board will continue to be paid. All crew on board who are not working and have not yet been able to be repatriated will receive a goodwill payment to assist them during this difficult time.

