

# CANCELED SAILINGS DUE TO SUSPENSION OF GLOBAL 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. We understand and appreciate your decision to take advantage of our Cruise with Confidence program to receive compensation valued at 100% Future Cruise Credit for the amounts paid toward your cruise fare. Guests who continued sailing now have no choice, since their sailings have been canceled as a result of our recent voluntary suspension of sailings, and therefore, those guests are receiving a different compensation offer.

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

A: Sailings canceled between March 15–April 10, 2020: Guests with refundable air travel booked through Flights by Celebrity will be refunded automatically and the \$200 penalty will be waived. You will not need to call to initiate the process. Guests with nonrefundable flights booked through Flights by Celebrity will receive a refund. Guests who made independent air arrangements need to contact their air carriers directly for available options.

Sailings canceled between April 11– October 31, 2020 including Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20, and all Australia/New Zealand sailings October 1 – 31, 2020: Guests with refundable air travel booked through Flights by Celebrity will be refunded automatically and the \$200 penalty will be waived. You will not need to call to initiate the process. Guests from North America with nonrefundable flights booked through Flights by Celebrity will need to contact the air carrier to check for available options. Guests outside North America with nonrefundable flights booked through Flights by Celebrity will need to have the terms of the ticket reviewed by the booking office. Guests who made independent air arrangements need to contact their air carriers directly for available options.

For all canceled sailings from March 15 – October 31, 2020 including Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20, and all Australia/New Zealand sailings October 1 – 31, 2020: UK and Ireland guests with refundable & nonrefundable air travel booked through Celebrity will be fully refunded. Guests who made independent air arrangements need to contact their 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. Applicable to US guests 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 I receive my 125% Future Cruise Credit (FCC), can I choose to change to the 100% refund?**

A: For Suspended Sailings departing between May 12 – October 31, 2020 including Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20, and all Australia/New Zealand sailings October 1 – 31, 2020: have until the end of this year, December 31, 2020 to request a refund. For suspended sailings departing on or before May 11, 2020, guests have until December 31, 2021, to decide to change their FCC to a refund for the amounts paid toward their cruise fare.

**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 the compensation offer back to a Future Cruise Credit for the amount paid toward your cruise fare. Please note, when redeeming your Future Cruise Credit, only one FCC may be applied per person, per reservation.

**Q. #6: Is CruiseCare® refundable?**

A: For canceled or suspended sailings, CruiseCare will be refunded.



**Q. #7: What items are refundable on the canceled or suspended sailings?**

A: Refunds will be provided for refundable air, prepaid gratuities, CruiseCare® (US guests only), pre- and post-cruise hotels booked through Celebrity Cruises, and transfers booked through Celebrity Cruises. Any pre-cruise purchases made through My Cruise Planner on sailings that were scheduled to depart on or before April 10, 2020, will receive a full refund back to the original form of payment.

Bookings made with a non-refundable deposit are entitled to receive full deposit refund as penalties are waived when Celebrity suspends a sailing.

**Q. #8: If guests have a Future Cruise Credit (FCC) that was applied to a sailing we canceled, what terms apply when booking their new cruise?**

A: The original Future Cruise Credit for the amount paid toward your cruise fare will be accounted for within your new Future Cruise Credit. The amount of your existing FCC will be protected at 100% and any additional amounts paid will be issued at 125%. This new FCC will be valid until December 31, 2021, for use on sailings through May 4th, 2022. Please note, when redeeming your Future Cruise Credit, only one FCC may be applied per person, per reservation.

Cancelled Australia/New Zealand sailings October 1 – 31, 2020 will automatically receive 125% FCC and will be processed by September 30, 2020 via email. The value of the FCC will be calculated based on amounts paid toward the cruise. Additionally, if you prefer the 100% refund to your original method of payment, as opposed to the FCC, you may request by December 31, 2020.

Cancelled sailings October 1, 2020 – October 31, 2020 including Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20 will automatically receive 125% FCC and will be processed by September 14, 2020 via email. The value of the FCC will be calculated based on amounts paid toward the cruise. Additionally, if you prefer the 100% refund to your original method of payment, as opposed to the FCC, you may request by December 31, 2020.

Cancelled sailings September 16, 2020 – September 30, 2020 will automatically receive 125% FCC and will be processed by August 26, 2020 via email. The value of the FCC will be calculated based on amounts paid toward the cruise. Additionally, if you prefer the 100% refund to your original method of payment, as opposed to the FCC, you may request by December 31, 2020.

Cancelled sailings scheduled to visit Denmark, between August 1st and September 30, 2020, will automatically receive 125% FCC and will be processed by July 24, 2020. The value of the FCC will be calculated based on amounts paid toward the cruise. Additionally, if you prefer the 100% refund to your original method of payment, as opposed to the FCC, you may request by December 31, 2020.

Cancelled sailings August 1, 2020 – September 15, 2020 will automatically receive 125% FCC and will be processed by July 31, 2020. The value of the FCC will be calculated based on amounts paid toward the cruise. Additionally, if you prefer the 100% refund to your original method of payment, as opposed to the FCC, you may request by December 31, 2020.

**Q. #9: 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. #10: How can I start the process for a full refund?**

A: A refund form can be accessed at [www.CelebrityCruises.com](http://www.CelebrityCruises.com) or for travel agents access [Cruisingpower.com/](http://Cruisingpower.com/) Brand Programs and News/ Cruise With Confidence.

Guests who booked via a third party should contact their travel partner to request a refund.

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

A: You will receive a refund for the taxes and port fees within 30 days. The cruise fare is processed separately and will be issued within 30 days of request. UK and Ireland guests can also expect to receive a refund for taxes, port fees, and cruise fees within 30 days. Guests who have booked directly with Celebrity Cruises will need to contact our Celebrity Contact Centre at 0844 493 2043 or access at [Cruise With Confidence Form](#) so we can process your refund request. Guests who have booked via a third party should contact their travel provider to request a refund.

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

A: If you take advantage of the Future Cruise Credit, yes, you will be entitled to the onboard promotion. Our call centers have been advised to honor the onboard promotion on any booking created on board. If you choose to take the 100% refund, 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. FCCs can be applied to an existing booking. When redeeming your Future Cruise Credit, only one FCC may be applied per person, per 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: If your cruise was canceled as part of the global suspension and you rebook your cruise by calling us or contacting your travel advisor August 16 - 31, 2020, you will not be required to make a deposit payment 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 and you rebook your cruise by calling us or contacting your travel advisor 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 FCC. If your cruise was canceled as part of the global suspension and you rebook your cruise by calling us or contacting your travel advisor 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 FCC. If your cruise was canceled as part of the global suspension and you rebook your cruise by calling us or contacting your travel advisor 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 FCC. Your booking will remain active without any payment until your FCC is applied or up to final payment date. If you rebook your cruise online, you will need to make a deposit at time of booking in order to make your booking active. FCC's can be applied to cover deposit. Reminder, FCC's are applicable to the cruise fare only and cannot be applied as payments towards taxes, fees, prepaid gratuities or MoveUp bids. Payment due dates cannot be extended a second time for bookings that were already extended to May 31, 2020.

**Individual Reservations** – Once FCC is applied, booking will be forced to “booked status” (BK) and no payment will be due until Final Payment date.

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

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

BOOKINGS MADE	EXTENSION
MARCH 18, 2020 – MAY 19, 2020	MAY 31, 2020 OR FINAL PAYMENT DATE (WHICHEVER COMES FIRST)
MAY 20, 2020 – JUNE 21, 2020	JULY 15, 2020 OR FINAL PAYMENT DATE (WHICHEVER COMES FIRST)
JUNE 22, 2020 – July 16, 2020	AUGUST 15, 2020 OR FINAL PAYMENT DAT (WHICHEVER COMES FIRST)
JULY 17, 2020 – AUGUST 15, 2020	AUGUST 31, 2020 OR FINAL PAYMENT DAT (WHICHEVER COMES FIRST)
AUGUST 16 – 31, 2020	SEPTEMBER 15, 2020 OR FINAL PAYMENT DATE (WHICHEVER COMES FIRST)

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

A: No. Bookings made using an FCC received from a canceled sailing due to our suspension of operations may be used on a sailing that commences on or before May 4th, 2022.

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

A: Yes, we are providing guests the option to rebook their Casino Certificates through December 31, 2021. Guests that have paid taxes and port fees will automatically be refunded to the original form of payment. Send any additional Casino Certificate questions to [bluechipclub@celebrity.com](mailto:bluechipclub@celebrity.com)



**Q. #17: My cruise was part of the voluntary suspended sailing, can I take advantage of "Lift & Shift"?**

A: Bookings that were canceled as part of our global sailing suspension for Australia/New Zealand October 1–31, 2020 are eligible to "Lift & Shift" in lieu of 125% FCC and must do so by September 9, 2020. Bookings that were canceled as part of our global sailing suspension, for sail dates October 1 – October 31, 2020 and including Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20 are eligible to 'Lift & Shift' in lieu of 125% FCC and must do so by August 20, 2020, otherwise their booking will automatically be converted to an FCC. Bookings that were canceled as part of our global sailing suspension, for sail dates September 16 – September 30, 2020 are eligible to 'Lift & Shift' in lieu of 125% FCC and must do so by August 5, 2020, otherwise their booking will automatically be converted to an FCC. For all other cancelled sailing dates, if a guest receives their Future Cruise Credit after June 10, 2020 they may elect "Lift & Shift" no later than September 30, 2020. Additionally, previously suspended sailings departing March 14 through September 15, 2020 may also "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. #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: Guest will receive the original amount of FCC back in the form of a new FCC with an expiration of December 31, 2021. Any amount paid for the current sailing higher than the original FCC may be issued within the new FCC at 125% of amounts paid or may be refunded at 100% of amounts paid.

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

A: Yes, we will allow a one-time transfer of an FCC from any suspended sailing 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. #20: I heard about Pullmantur, what does this mean for Celebrity Cruises?**

A: Yes, it's unfortunate that the COVID pandemic impacted Pullmantur into the need to reorganize. This was a difficult decision. But fortunately, it has no impact on any Celebrity Cruises - it only impacts this one joint venture. Now, we are helping Pullmantur's guests by giving them an opportunity to sail a Celebrity Cruise sailing instead. If a Pullmantur guest or Travel Partner asks for assistance with their booking or selecting compensation, please direct them to the following link: <https://www.pullmantur.es/comunicado-covid-19>

**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 commissions will be protected on cancelled reservations paid-in-full (excluding "Lift & Shift"), as well as 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 SAIL DATES August 1 - October 31, 2020 including Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20

**If cancelled reservation has been paid-in-full:**

- The 125% FCC will protect commission on both ends – the cancelled reservation and the future booking with the correlating FCC applied
- The "Refund" option will protect commission
- The "Lift & Shift" option will only protect commission on the future sailing

**If cancelled reservation has NOT been paid-in-full:**

- The 125% FCC option will protect commission only on the future sailing
- The "Lift & Shift" option will protect commission only on the future sailing
- The "Refund" option will not protect commission

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

A: Tour conductor credits are protected inside 100% penalty

**Q. #24: How many times will my commission be protected with the suspended sailings FCC's?**

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



Example:

SCENARIO SEQUENCE	ACTION	COMMISSION PROTECTED?
1. ORIGINAL APRIL BOOKING	CANCELLED DUE TO SAILING SUSPENSION	Yes
2. MOVED CANCELED BOOKING TO JUNE	APPLIED FCC FROM APRIL BOOKING	Yes
3. MOVE CANCELED JUNE BOOKING TO ANOTHER FUTURE SAILING	WOULD LIKE TO REUSE FCC ON FUTURE SAILING	No

**Q. #25: If I choose 125% FCC, commission has been paid on the booking. If I then choose to "Lift & Shift" prior to September 30, 2020, will commission be paid on the future booking?**

A: Yes, follows the FCC guidelines.

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

A: Yes, there are no restrictions to any price codes. However, the global suspension FCCs are not combinable 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 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.

### PCP REFUND OPTIONS FOR SUSPENDED SAILINGS

**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 receive a full refund back to the original form of payment.

For sailings scheduled to depart April 11–May 11, 2020, and Alaska sailings departing through July 1, 2020, 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 April 8 to choose the onboard credit.

For sailings scheduled to depart May 12–June 11, 2020, 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. If you have not elected to receive the onboard credit by May 4, 2020, you will automatically receive a full refund to the original form of payment.

For sailings scheduled to depart June 12–July 31, 2020, 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. If you have not elected to receive the onboard credit by June 10, 2020, you will automatically receive a full refund to the original form of payment. Refunds will be processed within 30 days. UK and Ireland refunds may also take up to 30 days to be processed.

For Alaska, Hawaii, Canada/New England, and Repositioning sailings scheduled to depart August 1 – October 31, 2020, 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. If you have not elected to receive the onboard credit by June 17, 2020, you will automatically receive a full refund to the original form of payment. For sailings to Denmark through September 30, 2020 will need to elect for 125% onboard credit of purchases made by June 25, 2020. Refunds will be processed within 30 days. UK and Ireland refunds may also take up to 30 days to be processed. We are working diligently to process all refunds as quickly as possible.

For sailings scheduled to depart August 1 – September 15, 2020, 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. If you have not elected to receive the onboard credit by July 10, 2020, you will automatically receive a full refund to the original form of payment. Refunds will be processed within 30 days. UK and Ireland refunds may also take up to 30 days to be processed.

For sailings scheduled to depart September 16 – September 30, 2020, 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 August 5, 2020, you will automatically receive a full refund to the original form of payment. Refunds will be processed within 30 days. UK and Ireland refunds may also take up to 30 days to be processed.



For sailings scheduled to depart 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, 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 August 20, 2020, you will automatically receive a full refund to the original form of payment. Refunds will be processed within 30 days. UK and Ireland refunds may also take up to 30 days to be processed.

For sailings scheduled to depart Australia/New Zealand October 1 - 31, 2020, 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 September 9, 2020, you will automatically receive a full refund to the original form of payment. Refunds will be processed within 30 days. UK and Ireland refunds may also take up to 30 days to be processed.

In order to take advantage of this offer you must choose the 125% Future Cruise Credit option for your suspended sailing.

Product cancellations cannot be processed at the same time; therefore, you can expect an automated cancellation confirmation email for each product category purchased including: Shore Excursions, Specialty Dining, Beverage Packages, Internet Packages, Photo, Casino, and Hollywood Hot Glass Class. If you choose a 100% refund, you will receive it within 30 days from the time of cancellation. UK and Ireland guests should also expect to receive a refund within 30 days from the time of cancellation. We are working diligently to process all refunds as quickly as possible.

**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. You are not required to use an onboard credit received for canceled pre-cruise purchases on a specific sailing. Your onboard credit will stand alone as a unique credit and may be applied to any sailing you choose.

**Q. #3: If I used an onboard credit to pay for my pre-cruise purchases such as shore excursions or a beverage package and opt for the 125% onboard credit offer, will I receive the offer on the portion paid with my onboard credit?**

A: Guests will only receive a credit on the amount paid, 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. Unused credits will not be refunded at the end of the voyage.

**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 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: For cancelled sailings departing between May 12–June 11, 2020, the offer of 125% OBC was available through May 4, 2020. After May 4th guests sailing between May 12 and June 11th will receive a refund for their pre-cruise purchases. For cancelled sailings departing between June 12 – July 31, 2020 this offer is available through June 10, 2020. For cancelled Alaska, Hawaii, Canada/ New England, and Repositioning sailings departing between August 1 – October 31, 2020 the offer will be available until June 17, 2020. For cancelled sailings scheduled to depart August 1 – September 15, 2020, the offer will be available until July 10, 2020. For cancelled sailings scheduled to depart September 16 – September 30, 2020 the offer will be available until August 5, 2020. For cancelled sailings scheduled to depart 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, the offer will be available until August 20, 2020. For cancelled sailings scheduled to depart Australia/New Zealand October 1 - 31, 2020, the offer will be available until September 9, 2020. Guests must opt-in by these dates or they will receive an automatic 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 your suspended sailing. If a guest chooses the "Refund" option for their cruise, they are no longer eligible for the 125% OBC and will receive 100% refund of PCP purchases.

