

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

**QUESTION #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.

**QUESTION #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 February 28, 2021 sailings (with the exception of any previously canceled sailings), Celebrity Summit 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021 and Celebrity Equinox 5/2/2021 and 5/24/2021, as well as our remaining 2020/21 Winter Season in South America, 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 February 28, 2021 sailings (with the exception of any previously canceled sailings), Celebrity Summit 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021 and Celebrity Equinox 5/2/2021 and 5/24/2021, as well as our remaining 2020/21 Winter Season in South America, 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.

**QUESTION #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.

**QUESTION #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. **If you request a refund, your 125% FCC will be deactivated.**

CANCELLED SAIL DATES	DEADLINE FOR REFUND REQUEST
JANUARY 1 – FEBRUARY 28, 2021 AND SOUTH AMERICA (1/3/2021 – 4/7/2021) <small>(excluding any previously announced suspended sailings)</small>	March 31, 2021
CELEBRITY SUMMIT 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021 CELEBRITY EQUINOX 5/2/2021 and 5/14/2021	December 31, 2020
MAY 12 – DECEMBER 31, 2020 (including Winter 20/21 Asia, Australia/New Zealand)	December 31, 2020
MARCH 14 – MAY 11, 2020	December 31, 2021

**QUESTION #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, you 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.

**QUESTION #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.

**QUESTION #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."

**QUESTION #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. FCCs generated from sailing suspensions for sail dates January 1, 2021 through February 28, 2021 as well as Winter 20/21 South America Sailings for 2021 must be redeemed and sailed by 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 – February 28, 2021 sailings (with the exception of any previously canceled sailings), Celebrity Summit 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021 and Celebrity Equinox 5/2/2021 and 5/24/2021, as well as our remaining 2020/21 Winter Season in South America, 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 provided deadline to request it – see FAQ#4 above.

CANCELLED SAIL DATES	FCC PROCESSED BY
JANUARY 1 – FEBRUARY 28, 2021 AND SOUTH AMERICA (1/3/2021 – 4/7/2021) <small>(excluding any previously announced suspended sailings)</small>	JANUARY 15, 2021

CELEBRITY SUMMIT 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021 CELEBRITY EQUINOX 5/2/2021 and 5/14/2021	DECEMBER 22, 2020
DECEMBER 1 – 31, 2020 (excluding Asia/Australia/New Zealand December 1, 2020 – May 31, 2021)	NOVEMBER 30, 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 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

**QUESTION #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.

**QUESTION #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.

**QUESTION #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.

**QUESTION #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.

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

**A:** Yes. These FCCs can be applied to satisfy any remaining balance due for the cruise fare on an existing booking. However, FCCs cannot be used to obtain a refund. Please note only one Future Cruise Credit may be used by each person on the reservation.

**QUESTION #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:

- December 2, 2020 – January 15, 2021, you will not be required to make a deposit payment until January 29, 2021, or the final payment due date, whichever comes first, while waiting for your FCC;
- November 2, 2020 – December 1, 2020, you will not be required to make a deposit payment until December 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 1, 2020	NOV. 18, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST)
NOVEMBER 2, 2020 – DECEMBER 1, 2020	DEC. 15, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST)
DECEMBER 2, 2020 – JANUARY 15, 2021	JAN. 29, 2021 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.

FCCs can be used only toward payment of cruise fares, including the deposits. If you have your FCC and choose to book online, you will not have to pay a separate deposit until the due date described above. 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.

**QUESTION #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 departing on or before May 4, 2022.

**QUESTION #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).

**QUESTION #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 January 31, 2021 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”
JANUARY 1 – FEBRUARY 28, 2021 AND SOUTH AMERICA (1/3/2021 – 4/7/2021) <i>(excluding any previously announced suspended sailings)</i>	December 16, 2020
CELEBRITY SUMMIT 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021 CELEBRITY EQUINOX 5/2/2021 and 5/14/2021	December 8, 2020
DECEMBER 1 – 31, 2020 <i>(excluding Asia/Australia/New Zealand December 1, 2020 – May 31, 2021)</i>	November 13, 2020
NOVEMBER 1 – 30, 2020 <i>(excluding Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20)</i> 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, <i>(EXCLUDING AUSTRALIA/NEW ZEALAND)</i>	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.

**QUESTION #18. My Celebrity Equinox 6-night or 8-night sailing was modified to 7-nights by Celebrity Cruises, am I eligible for an FCC or a refund?**

**A:** Existing guests who are unable to travel on their modified Equinox 7-Night itinerary will have until December 8 to request cancellation in an exchange for a 125% Future Cruise Credit (FCC) or a 100% Refund. You must contact Celebrity Cruises or your Travel Agent if you would like to cancel your reservation.

Should you choose to cancel your reservation in exchange for an FCC, your 125% FCC would be valid until December 31, 2021, for use on sailings through May 4, 2022. The value of the FCC would be calculated based on the amounts paid toward your cruise and would be processed by December 22, 2020 via email.

Cruise taxes and fees would then be refunded separately to your original form of payment within 30 days of cancellation.

**QUESTION #19. 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.

**QUESTION #20. 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 January 31, 2021. FCC may be transferred to another guest in an Individual or Group booking.

**QUESTION #21. I heard about Pullmantur, what does this mean for Celebrity Cruises?**

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

**QUESTION #22. 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.

**QUESTION #23. 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, 2020 – February 28, 2021 sailings (with the exception of any previously canceled sailings), Celebrity Summit 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021 and Celebrity Equinox 5/2/2021 and 5/14/2021, as well as our remaining 2020/21 Winter Season in South America, 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

**QUESTION #24. 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.

**QUESTION #25. 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

**QUESTION #26. 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 January 31, 2021, can I earn commission on the future booking?**

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

**QUESTION #27. 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.

**QUESTION #28. 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.

**QUESTION #29. If my client was booked with a Net Rate on a January-February 2021 or South America January – April 2021 sailing that Celebrity Cruises suspended on December 2<sup>nd</sup> would the booking be eligible to Lift & Shift with a Net Rate to a Q1 sailing in 2022?**

**A:** Yes, any Net Rate bookings on sailings that were cancelled as part of the 12/2/20 Global Suspension Announcement may Lift & Shift to Q1 2021 with a Net Rate and retain their originally booked promotions. All regular Lift & Shift parameters will apply.

## **PCP REFUND OPTIONS FOR SAILINGS CANCELLED UNDER GLOBAL SUSPENSION**

**QUESTION #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 on January 1 – February 28, 2021 and Celebrity Silhouette 1/3/2021 – 4/7/2021 sailings (with the exception of any previously canceled sailings) you have the option to receive a 125% onboard credit for purchases made through My Cruise Planner to be used on a future sailing up through May 4, 2022, 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 December 16, 2020, you will automatically receive a full refund to the original form of payment.

For sailings scheduled to depart on Celebrity Summit 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021 and Celebrity Equinox 5/2/2021 and 5/14/2021 sailings (with the exception of any previously canceled sailings) 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 December 8, 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 IN LIEU OF A REFUND FOR 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 June 12–July 31, 2020: all itineraries	May 4, 2020 June 10, 2020
August 1 – October 31, 2020: Alaska, Hawaii, Canada/New England itineraries, and repositioning cruises April 11- September 30, 2020: Denmark itineraries	June 17, 2020 June 25, 2020
August 1 – September 15, 2020: all itineraries except Denmark September 16 – September 30, 2020: all itineraries except Denmark	July 10, 2020 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 Australia/New Zealand sailings October 1 - 31, 2020	August 20, 2020 September 9, 2020
Australia/New Zealand sailings November 1 – December 31, 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 DECEMBER 1 – 31, 2020 (excluding Asia/Australia/New Zealand December 1, 2020 – May 31, 2021)	September 28, 2020 October 16, 2020 November 13, 2020
CELEBRITY SUMMIT 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021 CELEBRITY EQUINOX 5/2/2021 and 5/14/2021	December 8, 2020
<b>JANUARY 1 – FEBRUARY 28, 2021 AND SOUTH AMERICA (1/3/2021 – 4/7/2021)</b> <i>(excluding any previously announced suspended sailings)</i>	<b>December 16, 2020</b>

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.

**QUESTION #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. After **May 4, 2022**, any unused onboard credits expire and have no value.

**QUESTION #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.

**QUESTION #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.

**QUESTION #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.

**QUESTION #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.

**QUESTION #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.

## **CRUISE WITH CONFIDENCE**

**QUESTION #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 on or before January 31, 2021, with departure dates through May 4, 2022.

**QUESTION #2: Which bookings are eligible to Lift & Shift (move to next year)?**

**A:** Existing bookings and new bookings made between May 6, 2020 and January 31, 2021 are eligible to be rescheduled to the following cruise year up through May 4, 2022 at the original 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 move a booking to the following year must be made by January 31, 2021, unless the booking: (i) was on an Australia/New Zealand November 1, 2020 to December 31, 2020 sailing cancelled by Celebrity Cruises as

part of global suspension, in which case guests have until September 28, 2020; (ii) was on a September 16, 2020 to September 30, 2020 cruise cancelled by us as part of global suspension, in which case guests have until August 5, 2020; (iii) was on an October 1, 2020 to October 31, 2020 Australia/New Zealand cruise cancelled by us as part of global suspension, in which case guests have until September 9, 2020; or (iv) was on an October 1, 2020 to October 31, 2020 (excluding Australia/New Zealand and Celebrity Solstice 10/16/20, 10/18/20, 10/28/20) or Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20, in which case guests had until August 20, 2020; or (v) was on a 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 sailings cancelled by us as part of global suspension, in which case guests have until October 16, 2020; (vi) was on a December 1 - 31, 2020 sailings (with the exception of any previously canceled sailings) cancelled by us as part of global suspension, in which case guests have until November 13, 2020; (vii) on a Celebrity Summit 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021 or Celebrity Equinox 5/2/2021, 5/14/2021 suspension, in which case guests have until December 8, 2020; (viii) was on January 1 – February 28, 2021 sailing or a Winter 2020/21 South America sailing (with the exception of any previously canceled sailings) cancelled by us as part of global suspension, in which case guests have until December 16, 2020. This includes rescheduling a 2021 sailing to a 2022 sailing through May 4, 2022.

Bookings on March 14, 2020 - September 15, 2020 sailings cancelled by Celebrity Cruises as part of global suspension are eligible to be "Lifted & Shifted" under our Cruise With Confidence program. If a guest chooses to "Lift & Shift" a reservation on a cruise we cancelled to a future sailing, the 125% FCC or refund options will no longer be available.

If the original sailing was subject to cancellation charges, the cancellation charges incurred based on the prior cancellation schedule will follow the booking to the new sailing. If the guest subsequently cancels his or her booking on the later sailing, the cancellation charges to be assessed will be the cancellation charges incurred: (i) under the original booking's cancellation schedule; or (ii) under the cancellation schedule for the later sailing, whichever is greater.

A guest may reschedule a sailing under "Lift & Shift" only once. Once the Lift & Shift option has been applied, the guest may not change the ship or sail date again without losing the original price and promotion.

### **QUESTION #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 and are subject to change.

Since Galapagos vacations are booked as packages, the price protection would be based on the value of the full package as the entire package would need to be "Lifted & Shifted." The different components of a Galapagos vacation package may not be separated for purposes of "Lift & Shift."

### **QUESTION #4: Which bookings are eligible for the Best Price Guarantee?**

**A:** Existing bookings and new bookings made May 6, 2020 through January 31, 2021, are eligible for the Best Price Guarantee.

### **QUESTION #5: How can I change the price or promotion on my booking under the Best Price Guarantee?**

**A:** You may request a change in 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 the scheduled departure of the sailing. If Celebrity Cruises' "best price guarantee" results in a decrease in the guest's cruise fare after the Final Payment due date, then the difference will be provided to guests in the form of a non-refundable onboard credit for use on the guest's cruise. If our "best price guarantee" results in a decrease in the guest's cruise fare before the Final Payment due date, the difference will be provided in a rate adjustment. Certain promotions will be excluded from the policy. A list of exclusions will be provided.

**QUESTION #6: Will the original Best Price Guarantee go away?**

**A:** The original Best Price Guarantee policy will be effective for any bookings made after January 31, 2021.

**QUESTION #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. For contracted groups, the compensation available under Cruise with Confidence would be offered to the travel partner or direct purchaser who entered into the contract and guests would need to deal with that party directly. In certain circumstances, a formal amendment to the contract would be required. The terms of the FCC offered to a contracted group may not be the same. Chartered sailings are excluded.

**QUESTION #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.

**QUESTION #9: How can I cancel and receive a Cruise with Confidence FCC?**

**A:** If your sailing falls within the qualifying timeframe, you can submit your request to cancel your reservation and receive the Cruise with Confidence future cruise credit (FCC). To be eligible for a Cruise with Confidence FCC, your request must be submitted no later than 48 hours prior to the scheduled departure time of your sailing. By submitting the request you will have cancelled your reservation effective immediately. The future cruise certificate will be issued to you within 30 days. By requesting a Cruise with Confidence FCC, you are cancelling your reservation and waiving any right you may have had to receive any refund of the cruise fare paid, even if the sailing is later canceled by Celebrity Cruises. The Cruise with Confidence FCC will be equal to 100% of the cruise fare you paid to Celebrity Cruises for your booking.

Your travel agent can also submit the request for you online by accessing the request form for travel agencies on [www.Cruisingpower.com/ Brand Programs and News/ Cruise With Confidence](http://www.Cruisingpower.com/BrandProgramsandNews/CruiseWithConfidence).

**QUESTION #10: If I have a Future Cruise Credit of 125% issued from a cancelled sailing, can I “Lift & Shift” my booking from the cancelled sailing with the same promo to next year?**

**A:** Yes, but you will forfeit 25% of the 125% Future Cruise Credit. Please note that the deadline to elect Lift & Shift is January 31, 2021, except where an earlier deadline applies. See FAQ #2 above under this section.

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

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

**QUESTION #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 Lift & Shift your booking to a new ship and sail date in the following year. Should you choose to cancel and receive a Cruise with Confidence FCC, your Celebrity Passages onboard credits will be applied to the new sailing when you rebook. Additionally, if you 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 a Cruise with

Confidence FCC or Lift & Shift, the Celebrity Passages onboard credit will be forfeited. Any promotional onboard credits will be forfeited.

**QUESTION #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 do not opt-in to receive a Cruise with Confidence FCC, the cancellation policy tied to your reservation at the time of booking will continue to apply. This means that, if you cancel prior to the final payment due date, we will refund any payments we received toward the cruise fare except for any non-refundable deposits. If you cancel after the final payment due date, you will be subject to cancellation charges as determined by the cancellation schedule for your booking.

**QUESTION #14: What happens if there is a difference in cruise fare between the Future Cruise Credit (FCC) issued for my cancelation 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 expires or the balance is zero, whichever occurs first.

**QUESTION #15: Are Future Cruise Credits interchangeable between Royal Caribbean Group's cruise brands?**

**A:** No. Future Cruise Credits acquired through the Cruise with Confidence program can only be redeemed on the cruise brand with which you made the booking you cancelled.

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

**A:** If pre- or post-cruise hotel stays or transfers were purchased through Celebrity Cruises and we cancelled the cruise, the hotels and transfers 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 of one to four nights in length and 90 days to departure for sailings of five night or more. For guests residing in the UK and Ireland, full payment is 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 the Cruise with Confidence "Lift & Shift" program. Prior to the final payment due date, if you wish to change a Non-Refundable Deposit booking to an alternate ship or sailing under "Lift & Shift," you can do so without incurring a change fee; 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, with the associated travel advisor in copy, if the guest booked through one.

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

**A:** If a Future Cruise Credit was used to pay for either all or a portion of your existing reservation, we are making it easy for you by combining all funds 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 is available to guests who submit a Cruise with Confidence cancellation request 48 hours or more prior to the date of departure. Please reference the chart below.

<b>SAILING DEPARTURE DAY</b>	<b>LAST DAY TO CANCEL is the prior</b>
Sunday	Thursday
Monday	Friday
Tuesday	Saturday
Wednesday	Sunday
Thursday	Monday
Friday	Tuesday
Saturday	Wednesday

**QUESTION #23: Are there any ships or sailings upon which the Cruise with Confidence Future Cruise Credit (FCC) cannot be used?**

**A:** FCCs issued by Celebrity Cruises under Cruise with Confidence can be redeemed on any future Celebrity Cruises sailing departing on or before May 4, 2022. The FCC cannot be used toward a booking in a contracted group or chartered sailing.

**QUESTION #24: Are Cruise with Confidence Future Cruise Credits applicable to existing bookings?**

**A:** Yes. These FCCs may be used to satisfy any remaining balance due for the cruise fare on an existing booking. However, FCCs cannot be used to obtain a refund. Please note only one Future Cruise Credit may be used by each person on the reservation.

**QUESTION #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:** DEPOSIT DUE DATE EXTENSION If you canceled your booking and opted to receive a 100% FCC under the Cruise with Confidence program, and you book a new cruise with Celebrity Cruises by calling us or contacting your travel advisor between:

- December 2, 2020 – January 15, 2021, you will not be required to make a deposit payment until January 29, 2021, or the final payment due date, whichever comes first, while waiting for your FCC;

- November 2, 2020 – **December 1**, 2020, you will not be required to make a deposit payment until December 15, 2020, or the final payment due date, whichever comes first, while waiting for your FCC;

Please note that your deposit payment due date may be extended for this purpose only once.

**QUESTION #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 expires or the balance is zero, whichever occurs first. Please note only one Future Cruise Credit may be used by each person on the reservation.

**QUESTION #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.

**QUESTION #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 you 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 for purposes of "Lift & Shift."

**QUESTION #29: Does Cruise with Confidence protect airfare?**

**A:** If you booked air through Flights by Celebrity with a refundable air option, Celebrity will handle changing your arrangements, and we'll cover any change fees. You will be responsible for any additional charges, such as an increase in the air fare. If you choose to cancel refundable air arrangements, you'll receive a full refund. Refunds will be processed to 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 nonrefundable air 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 nonrefundable air or air purchased independently.

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 the use of the ticket value within 12 months of ticket issue date, you should contact Flights by Celebrity via email at [choiceairsupervisors@rccl.com](mailto: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.

**Question #30: Will **expired FCCs** be extended?**

**A:** Celebrity has extended the expiration date of previously issued FCCs from 10/31/2020 to 12/31/2020 for guests who wish to take advantage of our Cruise With Confidence program. This means that these FCCs can be used on or before 12/31/2020 to make a new booking on a Celebrity Cruises sailing. Only one FCC may be applied per person, per reservation.

**Question #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 on cruises that were canceled by us as part of our global sailing suspension are able to revert back to original booking and Lift & Shift in lieu of receiving the 125% FCC or a refund.

**Question #32: If I book a future sailing (such as for 2021 or 2022) that is eligible for CWC, and I then decide to cancel 48 hours or more prior to departure and receive a CWC FCC – 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 the date the guest cancelled their original sailing (whichever is later), and can be used on sailings departing on or before May 4, 2022.

**QUESTION #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 a transfer is January 31, 2021. FCC may be transferred to another guest in an Individual or non-contracted Group booking.

**QUESTION #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.

**Question #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 total cruise fare (commissionable plus non-commissionable cruise fare) amount paid to Celebrity Cruises. It will not include any less taxes & fees, as those will be refunded to the original form of payment. Refundable Air booked through Flights by Celebrity, Pre/Post Hotels, transfers, etc. will also be refunded to the original form of payment.

**Question #36: Do the same parameters apply to both Group and Individual reservations?**

**A:** At this time, Individual and named non-contracted Group reservations qualify for the same "Cruise with Confidence" guidelines. Contracted group eligibility may vary. Chartered sailings are excluded.

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

**A:** Yes, travel partner base commission will be protected on the cancelled booking and travel partners will have the opportunity to earn commission on the future reservation where the Cruise with Confidence Future Cruise Credit is applied. Please note that commission will be paid on cancelled reservations only if: (i) it is paid in full; (ii) it is subject to 100% cancellation charges; and (iii) the guest has opted to cancel and take the Cruise with Confidence FCC. If the booking is paid in full and the guest misses the cancellation deadline of 48-hours prior to the sail date and requests 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.*

**Question #38: Will earned Tour Conductors be protected?**

**A:** Under the Cruise with Confidence program, group TCs will be protected, however, the minimum number of staterooms required to qualify still apply.

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

**A:**

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

**Question #40: Is there a change for the Group milestones schedule?**

**A:** For January 2021 through June 2021 Group business, we are waiving the checkpoint to allow Travel Partners time to hold onto their Group space. Please note, no action is needed from you or your travel agents. However, the Final Payment due date will remain intact for such groups.

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

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

**BOOKING A FUTURE CRUISE**

**QUESTION #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.

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

**A:** Yes. You can use your FCC on any Celebrity Cruises sailing departing on or before May 4, 2022.

**DEPOSIT DUE DATE EXTENSION** 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 via [www.celebrity.com](http://www.celebrity.com) or by calling Celebrity or contacting your travel advisor between:

- December 2, 2020 – January 15, 2021, you will not be required to make a deposit payment until January 29, 2021, or the final payment due date, whichever comes first, while waiting for your FCC;
- November 2, 2020 – December 1, 2020, you will not be required to make a deposit payment until December 15, 2020, or the final payment due date, 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 final payment due date. After the FCC is applied, you will still need to make payment on the booking either for the balance due or the minimum deposit, whichever is less. The balance due includes the taxes, fees, and prepaid gratuities due on the booking.

## **CRUISECARE®**

### **QUESTION #1: Is CruiseCare® plan cost refundable?**

**A:** If guests choose to cancel or “lift & shift” under our Cruise with Confidence program, the CruiseCare plan cost will not be refunded. However, if a guest paid for CruiseCare and their sailing has now been canceled by Celebrity Cruises due to our suspension of operations, their CruiseCare plan cost will be refunded. (Applicable to US guests only.) - CEL\_09082020

### **QUESTION #2: My clients are uncertain about confirming the booking. What if they want to cancel over fear of the coronavirus (COVID-19) spreading?**

**A:** Guests can purchase CruiseCare®, which offers a Cancel for Any Reason feature providing you 75% of the pre-paid non-refundable cancellation fees in the form of a Future Cruise Credit (FCC) to use on a future cruise. - CEL\_09082020

### **QUESTION #3: Why is it suggested to add CruiseCare® at the time of booking?**

**A:** CruiseCare® provides its Penalty Waiver and Cancel For Any Reason protection (non-insurance features) from the moment the plan cost is paid in full (in addition to any required cruise deposit). This helps protect your airfare if booked via Flights by Celebrity—even if the airfare is non-refundable. Purchasing the plan early can help to protect against unforeseen or previously stable medical conditions that might prevent guests from traveling, as well as covering other events which may arise between booking and final payment. Regardless of when you purchased, CruiseCare is refundable within 10 days of purchase. - CEL\_09082020

### **QUESTION #4: How can CruiseCare® help with regard to coronavirus (COVID-19)?**

**A:** If a guest is denied boarding due to a failed medical screening at the port (e.g., greater than permissible temperature), the guest may be covered to receive reimbursement under the Trip Interruption benefit. The guest must provide certification of the illness from a treating physician at the time the trip was interrupted.

It provides reimbursement if guests are quarantined for coronavirus (COVID-19) while on the trip and unable to return home on the originally scheduled date. Guests may make arrangements to return home after their quarantine has ended through CareFree Travel Assistance™.

Guests who are diagnosed with coronavirus (COVID-19) while on the trip and seek care on board that results in medical expenses will have medical expense coverage available.

Guests who cancel due to being diagnosed with coronavirus (COVID-19) after having purchased CruiseCare would be eligible for reimbursement under the plan. - CEL\_09082020

## **TRAVEL RESTRICTIONS**

**QUESTION #1: Is there a requirement for anyone over a certain age to have a physician form certifying they are fit to travel?**

**A:** No.

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 advisers.

These health and safety measures will mitigate the risk of exposure but cannot eliminate it entirely. Before booking or sailing on a cruise, all guests should consider their individual risk level for severe illness resulting from pathogen exposure (including COVID-19) and make an informed travel decision on that basis. Guests with a higher risk of severe illness may wish to consult with their doctor prior to booking or sailing with us.

**QUESTION #2: What about passengers who did not cancel their reservation but were notified that government restrictions or travel bans meant they would be denied boarding? What kind of compensation will they receive?**

**A:** Any guest who was advised by Celebrity Cruises in advance of travelling that they would not be permitted to sail because of travel restriction will receive a Future Cruise Credit for 100% of the amounts paid to us toward their cruise fare.

### **ITINERARY MODIFICATIONS**

**QUESTION #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.

### **CURRENT AND FUTURE VOYAGES**

**QUESTION #1: What is the status of cruises in the Galapagos Islands?**

**A:** We have announced all global sailings will be canceled through **February 28, 2021**. This includes our Galapagos Islands sailings.

### **CRUISES FOR HEROES**

**QUESTION #1: Has #CruisesForHeroes been cancelled?**

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

**QUESTION #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 cancelation, guests should contact their air and hotel provider directly as most transportation providers are waiving cancelation fees and penalties.

*\* See full terms & conditions of these offers for additional details.*